CSIP Telecare eNewsletter

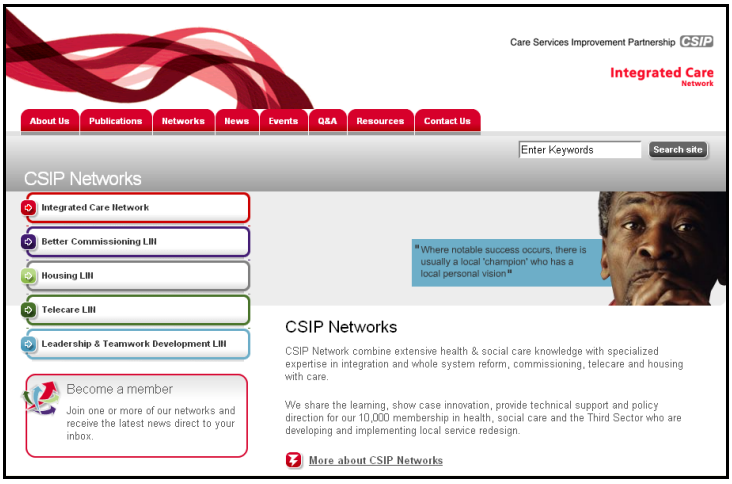
August 2007

Welcome to the August 2007 CSIP telecare eNewsletter. The Care Services Improvement Partnership (CSIP) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes.

If you are an organisation implementing telecare and have an interesting local telecare story for inclusion in a future newsletter then e-mail Mike Clark (newsletter editor) at ***telecare@csip.org.uk***

If you or a colleague would like to receive future copies of the newsletter then all you need to do is register at **http://www.icn.csip.org.uk/index.cfm?pid=12**

CSIP telecare services have now moved to: www.icn.csip.org.uk/telecare



Here are some short cuts to get you to the new locations quickly:

www.icn.csip.org.uk/telecareguide
www.icn.csip.org.uk/telecarenewsletters
www.icn.csip.org.uk/telecarefactsheets
www.icn.csip.org.uk/telecareprofiles

Contents

1 Preventative Technology Grant – CSCI figures for 2007 now available 3
2 Telecare and telehealth outcomes from the PT Grant 9
3 Telecare progress around the country 10
4 Dementia and telecare – update 23
5 'Open House' at CUHTec Responsive Home 40
6 Other news items 41
7 Telecare events 42
Appendix - Detailed CSCI returns for 2007- local authority listings 45

Item 1 *provides details of the CSCI figures from local authorities. This will be of particular interest to organisations commissioning and providing telecare and telehealth services.*

Item 2 *includes references to proposed CSIP telecare events in early 2008 which will focus on the outcomes from two years of the PT Grant.*

Item 3 *provides examples of progress around the country with accessible web links.*

Item 4 *provides an update on references to dementia and telecare following the recent announcement of the Dementia Strategy. This will be of particular interest to organisations commissioning and providing telecare and telehealth services.*

Item 5 *provides information about the important work carried out at CUHTec.*

Item 6 *lists other relevant news items including an update on self care from the Department of Health.*

Item 7 *lists some of the upcoming events that CSIP has organised or is presenting at.*

The ***Appendix*** *provides three detailed tables from the CSCI returns*

The ***September 2007*** *newsletter will include:*

- *Updates from the NHS PASA framework suppliers*
- *Further information about proposed CSIP events for early 2008*
- *Update on telehealth references*

1 Preventative Technology Grant – CSCI figures for 2007 now available

(Prepared by Mike Clark for CSIP based on CSCI data available in August 2007. Thanks to Alan Rosenbach, Nick Miller and colleagues at CSCI)

a) Summary

When the CSCI 'new user' outturn for local authorities alone (53,761) is added to local authorities in partnership with another agency (29,981), then the potential 60,000* additional users benefiting from Building Telecare in England in the first year of the PT Grant would be achieved (83,742).

The figure is higher when other agencies (alone) are also included. A further 65,999 users would give a grand total of 149,741 for 2006/7. The grand total would, of course, be based on all funding and not solely the PT Grant (CSCI guidance notes). The first two categories are more likely to reflect PT Grant expenditure.

Further information is provided on the projections for 2007/8 and the split of expenditure between infrastructure and equipment/services.

b) Background

Building Telecare in England and LAC (2006)5 identified that CSCI would be involved in the collection of performance information in respect of telecare for the period 2006-2008 when the Preventative Grant would be available to 150 social care authorities and their partners.

Building Telecare in England (July 2005)
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4115303
LAC(2006)5
http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritysocialservicesletters/DH_4131935

The grant is not ring-fenced and does not include conditions. Grant allocations for both 2006/7 and 2007/8 were announced in LAC (2006)5 in March 2007.

A simple indicator was devised to link with the PT Grant investment of £80m and the overall aim of 160,000 new users benefiting over the two years.

Building Telecare in England, Department of Health, 2005 - Additional users benefiting from telecare

…The grant should be used to increase the numbers of people who benefit from telecare, by at least 160,000 older people nationally….

….Through the grant, the Department expects councils to invest in telecare to help support individuals in the community. This aims to help an additional 160,000 older people to live at home with safety and security and reduce the number of avoidable admissions to residential/nursing care and hospital….

Local authorities are encouraged to work with partners to make the best use of all available funding (not solely the grant). Partners would typically include PCTs, Housing Associations/RSLs and third sector organisations.

Obviously, care should be taken to avoid diverting funding, however, local authorities should take account of telecare currently provided through Supporting People and various housing schemes (eg extra care) to support people in their own homes.

The first collection of local data was carried out by CSCI in April 2006. The aim was to:

1) Identify baseline figures at March/April 2006

2) Identify projections of additional users and equipment/infrastructure expenditure for 2006/7 and 2007/8

3) Obtain a summary of the proposed scope of the telecare service

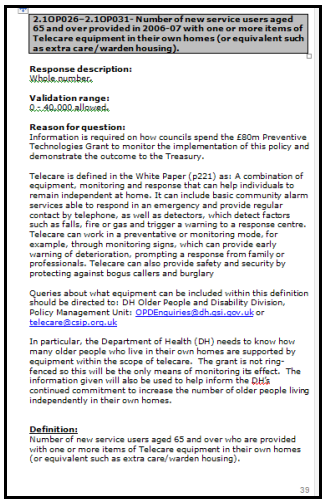
Summaries of 2006 CSCI information are available at *www.icn.csip.org.uk/telecarefactsheets*.

A profile has been developed for each of the 150 social care authorities based on the 2006 information. These profiles, which will be updated shortly are available at *www.icn.csip.org.uk/telecareprofiles*.

c) Collection arrangements for 2007

The CSCI data collection arrangements for 2007 are in the Performance Assessment Handbook.

Main Web link – Then go to Annex 4 – Self Assessment Survey Guidance:
http://www.csci.org.uk/professional/councils/performance_assessment/performance_assessment_handboo.aspx
See Page 28 and Pages 39-41.



2.1OP026–2.1OP031- Number of new service users aged 65 and over provided in 2006-07 with one or more items of Telecare equipment in their own homes (or equivalent such as extra care/warden housing).

Response description:
Whole number.

Validation range:
0 - 40,000 allowed.

Reason for question:
Information is required on how councils spend the £80m Preventive Technologies Grant to monitor the implementation of this policy and demonstrate the outcome to the Treasury.

Telecare is defined in the White Paper (p221) as: A combination of equipment, monitoring and response that can help individuals to remain independent at home. It can include basic community alarm services able to respond in an emergency and provide regular contact by telephone, as well as detectors, which detect factors such as falls, fire or gas and trigger a warning to a response centre. Telecare can work in a preventative or monitoring mode, for example, through monitoring signs, which can provide early warning of deterioration, prompting a response from family or professionals. Telecare can also provide safety and security by protecting against bogus callers and burglary

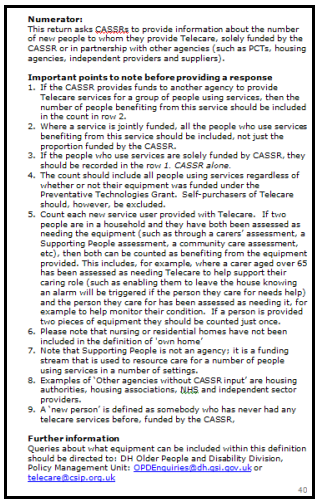
Queries about what equipment can be included within this definition should be directed to: DH Older People and Disability Division, Policy Management Unit: OPDEnquiries@dh.gsi.gov.uk or telecare@csip.org.uk

In particular, the Department of Health (DH) needs to know how many older people who live in their own homes are supported by equipment within the scope of telecare. The grant is not ring-fenced so this will be the only means of monitoring its effect. The information given will also be used to help inform the DH's continued commitment to increase the number of older people living independently in their own homes.

Definition:
Number of new service users aged 65 and over who are provided with one or more items of Telecare equipment in their own homes (or equivalent such as extra care/warden housing).

39

Description and definitions – Page 39



Numerator:
This return asks CASSRs to provide information about the number of new people to whom they provide Telecare, solely funded by the CASSR or in partnership with other agencies (such as PCTs, housing agencies, independent providers and suppliers).

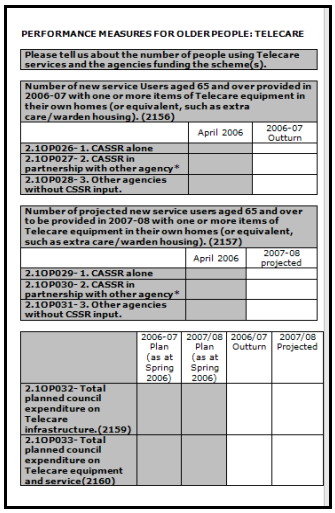
Important points to note before providing a response

1. If the CASSR provides funds to another agency to provide Telecare services for a group of people using services, then the number of people benefiting from this service should be included in the count in row 2.
2. Where a service is jointly funded, all the people who use services benefiting from this service should be included, not just the proportion funded by the CASSR.
3. If the people who use services are solely funded by CASSR, they should be recorded in the row *1. CASSR alone*.
4. The count should include all people using services regardless of whether or not their equipment was funded under the Preventative Technologies Grant. Self-purchasers of Telecare should, however, be excluded.
5. Count each new service user provided with Telecare. If two people are in a household and they have both been assessed as needing the equipment (such as through a carers' assessment, a Supporting People assessment, a community care assessment, etc), then both can be counted as benefiting from the equipment provided. This includes, for example, where a carer aged over 65 has been assessed as needing Telecare to help support their caring role (such as enabling them to leave the house knowing an alarm will be triggered if the person they care for needs help) and the person they care for has been assessed as needing it, for example to help monitor their condition. If a person is provided two pieces of equipment they should be counted just once.
6. Please note that nursing or residential homes have not been included in the definition of 'own home'
7. Note that Supporting People is not an agency: it is a funding stream that is used to resource care for a number of people using services in a number of settings.
8. Examples of 'Other agencies without CASSR input' are housing authorities, housing associations, NHS and independent sector providers.
9. A 'new person' is defined as somebody who has never had any telecare services before, funded by the CASSR.

Further information
Queries about what equipment can be included within this definition should be directed to: DH Older People and Disability Division, Policy Management Unit: OPDEnquiries@dh.gsi.gov.uk or telecare@csip.org.uk

40

Description and definitions – Page 40



PERFORMANCE MEASURES FOR OLDER PEOPLE: TELECARE

Please tell us about the number of people using Telecare services and the agencies funding the scheme(s).

Number of new service Users aged 65 and over provided in 2006-07 with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care/warden housing). (2156)

	April 2006	2006-07 Outturn
2.1OP026- 1. CASSR alone		
2.1OP027- 2. CASSR in partnership with other agency *		
2.1OP028- 3. Other agencies without CSSR input.		

Number of projected new service users aged 65 and over to be provided in 2007-08 with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care/warden housing). (2157)

	April 2006	2007-08 projected
2.1OP029- 1. CASSR alone		
2.1OP030- 2. CASSR in partnership with other agency *		
2.1OP031- 3. Other agencies without CSSR input.		

	2006-07 Plan (as at Spring 2006)	2007/08 Plan (as at Spring 2006)	2006/07 Outturn	2007/08 Projected
2.1OP032- Total planned council expenditure on Telecare infrastructure.(2159)				
2.1OP033- Total planned council expenditure on Telecare equipment and service(2160)				

The CSCI Template to be completed for 2006/7

The final figures for 2007 have now been made available by CSCI.

Current totals for all 150 social care authorities have been added to the CSCI template below for:

- 2006/7 – planned and outturn for new users
- 2007/8 – Planned as at April 2006 and projected as at April 2007 for new users
- 2006/7 and 2007/8 – Outturn for 2006/7 on expenditure split into infrastructure and equipment/services together with plan/projection figures

PERFORMANCE MEASURES FOR OLDER PEOPLE: TELECARE

Please tell us about the number of people using Telecare services and the agencies funding the scheme(s).				
Number of new service Users aged 65 and over provided in 2006-07 with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care/warden housing). (2156)				
			April 2006	2006-07 Outturn
2.1OP026- 1. CASSR alone			59672	53761
2.1OP027- 2. CASSR in partnership with other agency*			28114	29981
2.1OP028- 3. Other agencies without CSSR input.			41462	65999
Number of projected new service users aged 65 and over to be provided in 2007-08 with one or more items of Telecare equipment in their own homes (or equivalent, such as extra care/warden housing). (2157)				
			April 2006	2007-08 projected
2.1OP029- 1. CASSR alone			81680	72419
2.1OP030- 2. CASSR in partnership with other agency*			39894	39159
2.1OP031- 3. Other agencies without CSSR input.			43698	49455
	2006-07 Plan (as at Spring 2006)	2007/08 Plan (as at Spring 2006)	2006/07 Outturn	2007/08 Projected
2.1OP032- Total planned council expenditure on Telecare infrastructure.(2159)	£20,181,000	£21,247,000	£17,900,000	£26,666,000
2.1OP033- Total planned council expenditure on Telecare equipment and service(2160)	£34,378,000	£49,581,000	£29,949,000	£57,574,000

d) Factors affecting collection and accuracy of data

CSIP are aware of the following factors in collecting the data from local authorities:

- A number of authorities have indicated that their April 2006 figures were not correct or possibly aspirational also knowledgeable staff involved in providing telecare services were sometimes not involved in providing baseline figures or making the initial 2006/7 and 2007/8 projections

- A number of authorities entered low figures in the first year (including zero entries) or did not provide figures at all

- In December 2006, the position about carry forward of Year 1 Grant was updated by DH Finance – ALL local authorities were for the first time allowed to carry over all of their remaining 2006/7 allocation into 2007/8 as long as it is spent within the year – this could have impacted on the Year 1 outturn figures as people may have spread their implementation into the second year

- Some county authorities had difficulties getting baseline information from other agencies including district councils, housing associations etc. Also many counties had not previously been involved in direct telecare service provision (in some areas this remains the case where local authorities have commissioned services from other agencies)

- Some incorrect messages and assumptions circulated around local authorities during the first year about what was included in the CSCI count. This included standalone items (eg calendar clock for people with dementia, some medication dispensers without a remote connection), upgrades to existing users with telecare, whether or not pendant alarms were included as telecare, counting users that were in care homes or in hospital. Indeed some of these had found their way from local authority feedback into early drafts of the CSCI template for 2007 and were subsequently removed to ensure consistency across all of the collection time points from 2006 to 2008. Counting equipment rather than users or counting upgrades and users in care homes would have skewed the April 2007 figures

- It was expected from Building Telecare in England (BTiE) and LAC(2006)5 that the first year would be about building infrastructure including staffing, referral arrangements, monitoring system upgrades etc. So it was recognised in advance that local authorities and their partners may not meet a 3/8 proportion of the 160,000 overall new users in the first year

- There could be some movement of PT Grant funding across to Supporting People providing services for people that probably would have already got a pendant alarm via another route in the absence of the PT Grant – this cross-funding was discouraged in LAC (2006)5 but would be difficult to prevent as the PT Grant was not ring fenced. The CSCI figures relate to telecare from any funding source (the grant is not ring-fenced, so local authorities can decide how they configure their overall funding arrangements for telecare implementation)

- The overall aim is about building on the BTiE figure of 1.4 million people with community alarms with an additional new 160,000 users and not providing 160,000 existing users with sensor upgrades to their existing pendant alarms – upgrades to existing installations already counted should not be included as new/additional users for CSCI purposes

- The current indicator is not sensitive to users who are no longer receiving a service (eg deaths, short term use etc) – it is new/additional users only, if the equipment was re-supplied after service ceased, it could count for a further user

- Year 2 PT Grant can now be carried over into 2008/9 (announced in July 2007). 2007/8 projections of additional users could spread across into a third year

DH Policy, CSIP and CSCI have answered numerous questions from local authorities and their partners through the year to ensure that there is as much consistency as possible from 2006 to 2007. The most common questions relate to standalone items without monitoring and response and upgrades to existing installations (these are not included in the CSCI figures).

It is likely that some local authorities have reduced their Year 2 projections based on their first year's experience.

e) Main conclusions from CSCI 2007 returns

When the 'new user' outturn for local authorities alone (53,761) is added to local authorities in partnership with another agency (29,981), then the potential 60,000* additional users benefiting from Building Telecare in England in the first year of the PT Grant would be achieved (83,742). The figure is higher when other agencies (alone) are also included. A further 65,999 users would give a grand total of 149,741. The grand total would, of course, be based on all funding and not solely the PT Grant (CSCI guidance notes). The first two categories are more likely to reflect PT Grant expenditure.

Likewise, the first two category projections when combined would exceed the 100,000 new users targeted for this year (2007/8) and provide a projection of 111,578 new users. This rises to 161,033 when other agencies are included. It is possible that the actual outturn figures may be lower for 2007/8 as the announcement of grant carry over in July 2007 occurred after CSCI projection figures were prepared – this could spread the use of the grant over three years rather than two.

Outturn figures for infrastructure expenditure for 2006/7 was £17,900,000 and for equipment/services was £29,949,000. This compares with a first year PT Grant allocation of £30,000,000. Projections for 2007/8 are £26,666,000 for infrastructure and £57,574,000 for equipment/services. This suggests that a significant proportion of PT Grant is being used to fund services for new users.

(*Note: A 2006/7 target was not identified by the Department of Health as it was considered that the first year would be more about building service infrastructure. The 160,000 additional users overall equates to £80m of PT Grant. The Grant is split with £30m overall in Year 1 and £50m overall in Year 2 – this equates to a split of 60,000:100,000 additional users).

It is of course possible that some local authorities may be counting in slightly different ways for the CSCI figures even though the definitions have remained consistent since 2006.

It is also possible for the CSCI returns that:

- Some elements of Supporting People or self-purchase have been included – SP users could be counted as the CSCI notes indicate that reported figures can be drawn from sources beyond the PT Grant, self-purchases by users should not be included as indicated in the CSCI guidance

- Some users who may already receive a telecare service have been counted again as an upgrade eg where the 'telecare' service is a completely different arrangement from the community alarm service (typical in many county areas and in some single tier authorities as well where organisations have not partnered and not shared user data) – upgrades should not be counted in the CSCI returns

However, there is no evidence at this time that local authorities have inflated or over-counted the figures that they have submitted.

It is indeed possible that some local authorities have actually undercounted. The definition of telecare would include a basic pendant alarm and it is known that some local authorities have not fully included these in the figures for their areas – they have concentrated on more sophisticated telecare configurations with sensors etc. An example is Lincolnshire where there is a zero return for 2006/7, however, 2321 new users are known to have received telecare from other agencies during the year which has not been included.

Also, some local authorities (eg Liverpool) have commissioned services and committed expenditure in 2006/7 but the payments may not have progressed at the time of completion of the CSCI figures.

A number of local authorities will have carried over part of their Year 1 allocations

f) Detailed CSCI returns for 2007- local authority listings

The detailed CSCI and CSIP spreadsheets will be available in early September 2007 at www.icn.csip.org.uk/telecarefactsheets.

Tables 1-3 in the Appendix to this newsletter provide detailed information in a simple A to Z format for 150 social care authorities who have been receiving the PT Grant.

g) CSIP activities and next steps

Through the Telecare newsletter, CSIP has encouraged local authorities to make themselves known where they have not met their own local targets so that they can be provided with additional help and support where needed. There are still a number of services that are in launch mode.

Further work is being carried out within regional and network groups and a number of additional site visits and telephone contacts have been made since April/May 2007 as organisations have prepared their figures.

There are a number of reasons for lower levels of progress in some areas including:

- late or stalled starts
- insufficient senior management support
- Difficulties in partnering arrangements with PCTs, service providers and control centres
- lack of clarity about the evidence base and how to present a business case around telecare efficiencies for future mainstreaming

The CSIP Telecare eNewsletter for July 2007 covers many of the current issues together with ideas about how they can be overcome.

Web link:
www.icn.csip.org.uk/telecarenewsletters

Some authorities had asked whether it is possible to allow carry over of unused 2007/8 Year 2 funding into 2008/9 to provide them with more flexibility in the coming months to embed their programmes as mainstream services in 2008. This was agreed in July 2007 (the money should be spent in 2007/8 and local restrictions may apply). A carry over has its obvious advantages but would, of course, spread the 2007/8 projections into a third year leaving some local authorities and their partners short on their Year 2 projections.

After August, the 2007 figures will be incorporated into each local authority's telecare profile together with any other amendments. Local authorities have been encouraged through the CSIP newsletter to send through qualitative information, success stories and other innovations to add to their profiles which they will ultimately own.

Information will also be provided to regional organisations and networks for further local benchmarking, follow up and support.

2 Telecare and telehealth outcomes from the PT Grant

In early 2008, CSIP will be running a series of events to identify up to 200 outcomes from the two years of the Preventative Technology Grant.

We will be looking for examples of how telecare has been implemented across the country. In particular, we will be interested in examples where telecare and telehealth have provided positive outcomes for users, carers, staff and other key stakeholders using innovative and integrated approaches.

The September newsletter will provide more information about the planned events.

3 Telecare progress around the country

From time to time, the newsletter features progress from around the country with accessible web links. These include a range of initiatives from new demonstration flats to inclusion of telecare in commissioning and housing strategies.

Bedfordshire

Home Is Best

Improving opportunities for older people is one of the Council's nine priorities. Bedfordshire has a growing population of older people and, by 2021 it is estimated that the number of people aged 80+ will increase by nearly 50% from 2006 levels.

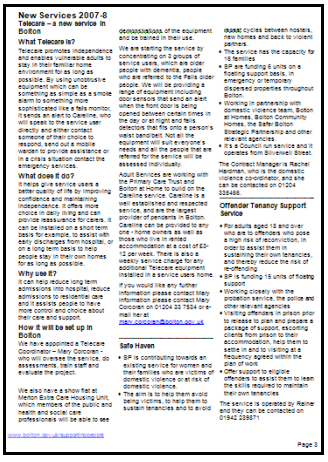
Help those who need our support the most

To-date, 52 vulnerable adults have been helped to stay in their own homes. This means we are more than half way toward delivering the outcome of allowing 100 people remaining in their own homes and increasing their length and quality of life.

7

Web link:
http://bedscc.gov.uk/CouncilAndDemocracy/News/PressOfficeAndCommunications/Transforming%20Beds%20March%202007.pdf

Bolton


New Services 2007-8
Telecare – a new service in Bolton

What Telecare is?

Telecare promotes independence and enables vulnerable adults to stay in their familiar home environment for as long as possible. By using unobtrusive equipment which can be something as simple as a smoke alarm to something more sophisticated like a falls monitor, it sends an alert to Careline, who will speak to the service user directly and either contact someone of their choice to respond, send out a mobile warden to provide assistance or in a crisis situation contact the emergency services.

What does it do?

It helps give service users a better quality of life by improving confidence and maintaining independence. It offers more choice in daily living and can provide reassurance for carers. It can be installed on a short term basis for example, to assist with early discharges from hospital, or on a long term basis to help people stay in their own homes for as long as possible.

Why use it?

It can help reduce long term admissions into hospital, reduce admissions to residential care and it assists people to have more control and choice about their care and support.

How it will be set up in Bolton

We have appointed a Telecare Coordinator – Mary Corcoran – who will oversee the service, do assessments, train staff and evaluate the project.

We also have a show flat at Merton Extra Care Housing Unit, which members of the public and health and social care professionals will be able to see

We are starting the service by concentrating on 3 groups of service users, which are older people with dementia, people who are referred to the Falls older people. We will be providing a range of equipment including door sensors that send an alert when the front door is being opened between certain times in the day or at night and falls detectors that fits onto a person's waist band/belt. Not all the equipment will suit everyone's needs and all the people that are referred for the service will be assessed individually.

Adult Services are working with the Primary Care Trust and Bolton at Home to build on the Careline service. Careline is a well established and respected service, and are the largest provider of pendants in Bolton. Careline can be provided to any one - home owners as well as those who live in rented accommodation at a cost of £3-12 per week. There is also a weekly service charge for any additional Telecare equipment installed in a service users home.

If you would like any further information please contact Mary Corcoran on 01204 33 7624 or e-mail her at mary.corcoran@bolton.gov.uk

Safe Haven

- BP is continuing towards an existing service for women and their families who are victims of domestic violence or at risk of domestic violence.
- The aim is to help them avoid being victims, to help them to sustain tenancies and to avoid

- The service has the capacity for 16 families
- BP are funding 6 units on a floating support basis, in emergency or temporary dispersed properties throughout Bolton.
- Working in partnership with domestic violence team, Bolton at Homes, Bolton Community Homes, the Safer Bolton Strategic Partnership and other relevant agencies.
- It's a Council run service and it operates from Silverwell Street.

The Contract Manager is Rachel Haridman, who is the domestic violence coordinator, and she can be contacted on 01204 338466.

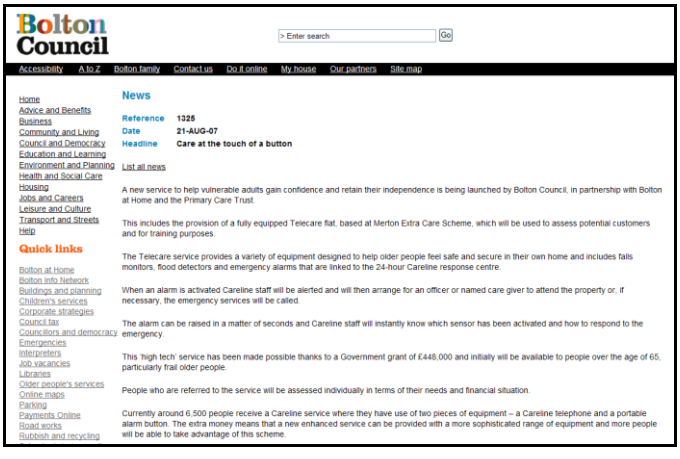
Offender Tenancy Support Service

- For adults aged 18 and over who are to offenders who pose a high risk of reconviction, in order to assist them in sustaining their own tenancies, and thereby reduce the risk of reoffending.
- BP is funding 16 units of floating support
- Working closely with the probation service, the police and other relevant agencies
- Visiting offenders in prison prior to release to plan and prepare a package of support, escorting clients from prison to their accommodation, help them to settle in and to visiting at a frequency agreed within the plan of work
- Offer support to eligible offenders to assist them to learn the skills required to maintain their own tenancies

The service is operated by Reinvolve and they can be contacted on 01942 239871

www.bolton.gov.uk/supportingpeople

Page 3


Bolton Council

Accessibility | A to Z | Bolton family | Contact us | Do it online | My house | Our partners | Site map

Home
Advice and Benefits
Business
Community and Living
Council and Democracy
Education and Learning
Environment and Planning
Health and Social Care
Housing
Jobs and Careers
Leisure and Culture
Transport and Streets
Help

Quick links

Bolton at Home
Bolton Info Network
Buildings and planning
Children's services
Corporate strategies
Council tax
Councillors and democracy
Emergencies
Interpreters
Job vacancies
Libraries
Older people's services
Online maps
Parking
Payments Online
Road works
Rubbish and recycling

News

Reference 1325
Date 21-AUG-07
Headline Care at the touch of a button

List all news

A new service to help vulnerable adults gain confidence and retain their independence is being launched by Bolton Council, in partnership with Bolton at Home and the Primary Care Trust.

This includes the provision of a fully equipped Telecare flat, based at Merton Extra Care Scheme, which will be used to assess potential customers and for training purposes.

The Telecare service provides a variety of equipment designed to help older people feel safe and secure in their own home and includes falls monitors, flood detectors and emergency alarms that are linked to the 24-hour Careline response centre.

When an alarm is activated Careline staff will be alerted and will then arrange for an officer or named care giver to attend the property or, if necessary, the emergency services will be called.

The alarm can be raised in a matter of seconds and Careline staff will instantly know which sensor has been activated and how to respond to the emergency.

This 'high tech' service has been made possible thanks to a Government grant of £448,000 and initially will be available to people over the age of 65, particularly frail older people.

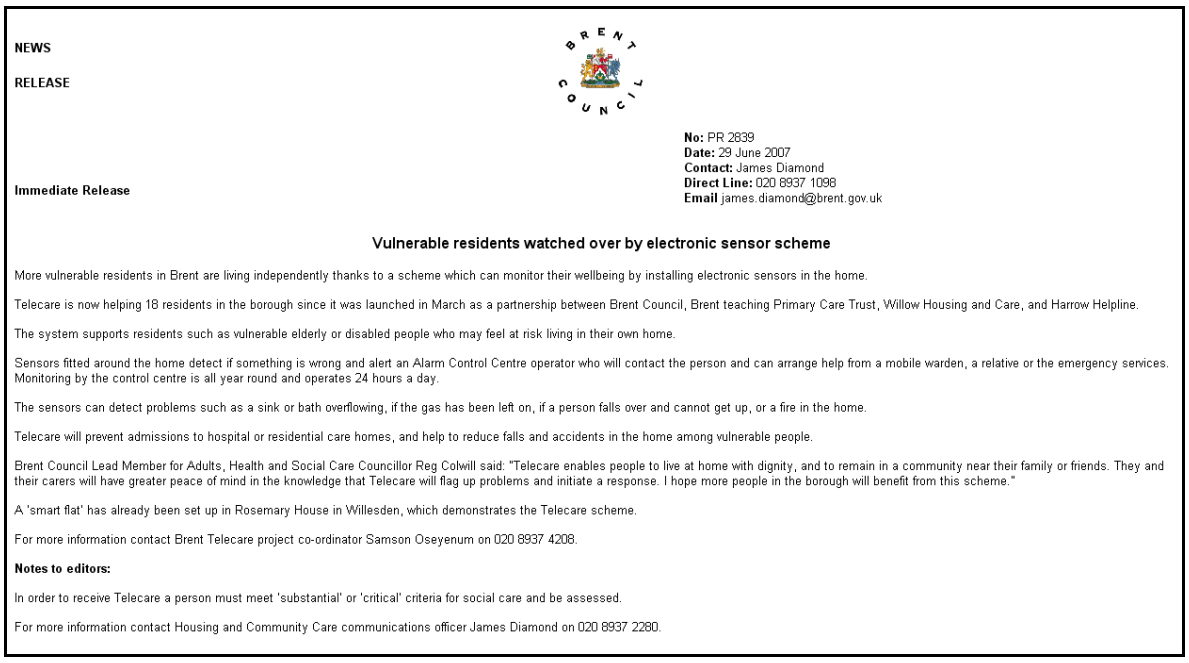
People who are referred to the service will be assessed individually in terms of their needs and financial situation.

Currently around 6,500 people receive a Careline service where they have use of two pieces of equipment – a Careline telephone and a portable alarm button. The extra money means that a new enhanced service can be provided with a more sophisticated range of equipment and more people will be able to take advantage of this scheme.

Web links:
http://www.bolton.gov.uk/pls/portal92/url/ITEM/350E4CB3A4DA5F99E0440003BA1DCDD2

http://www.bolton.gov.uk/pls/portal92/CMPS.newsdetailnew.show?p_arg_names=releaseid&p_arg_values=1325

Brent



NEWS

RELEASE

No: PR 2839
Date: 29 June 2007
Contact: James Diamond
Direct Line: 020 8937 1098
Email james.diamond@brent.gov.uk

Immediate Release

Vulnerable residents watched over by electronic sensor scheme

More vulnerable residents in Brent are living independently thanks to a scheme which can monitor their wellbeing by installing electronic sensors in the home.

Telecare is now helping 18 residents in the borough since it was launched in March as a partnership between Brent Council, Brent teaching Primary Care Trust, Willow Housing and Care, and Harrow Helpline.

The system supports residents such as vulnerable elderly or disabled people who may feel at risk living in their own home.

Sensors fitted around the home detect if something is wrong and alert an Alarm Control Centre operator who will contact the person and can arrange help from a mobile warden, a relative or the emergency services. Monitoring by the control centre is all year round and operates 24 hours a day.

The sensors can detect problems such as a sink or bath overflowing, if the gas has been left on, if a person falls over and cannot get up, or a fire in the home.

Telecare will prevent admissions to hospital or residential care homes, and help to reduce falls and accidents in the home among vulnerable people.

Brent Council Lead Member for Adults, Health and Social Care Councillor Reg Colwill said: "Telecare enables people to live at home with dignity, and to remain in a community near their family or friends. They and their carers will have greater peace of mind in the knowledge that Telecare will flag up problems and initiate a response. I hope more people in the borough will benefit from this scheme."

A 'smart flat' has already been set up in Rosemary House in Willesden, which demonstrates the Telecare scheme.

For more information contact Brent Telecare project co-ordinator Samson Oseyenum on 020 8937 4208.

Notes to editors:

In order to receive Telecare a person must meet 'substantial' or 'critical' criteria for social care and be assessed.

For more information contact Housing and Community Care communications officer James Diamond on 020 8937 2280.

Web link:
https://www2.brent.gov.uk/press.nsf/1454664374ee54ce80256a790055374e/0591fdf7e724bf3c80257309003b4913!OpenDocument

Dorset Brigade – smoke alarms for deaf people

DAILY ECHO
DorsetECHO

sky

Part of the This Is Dorset Network

Home | News | Sport | Jobs | Homes | Cars | What's On | Archive | Advertise | Subscribe | Contact Us | Weather | Local Dating

Newsletter | Site Map | Search | Advanced Search

<<Back to index

Brigade introduces smoke alarms for deaf

By Harry Hogger

Comment

DORSET'S fire service has introduced a special smoke alarm for people who are deaf or hard of hearing.

The first was fitted in the Dorchester home of Margait Lyons, who is completely deaf, following a safety check.

Home safety co-ordinator for Dorset Fire and Rescue Service Phil Burridge said: "We are delighted to fit this specialist smoke alarm for Margait.

advertisement

"As a service we aim to improve community safety by risk reduction and this is just one of the ways we achieve this."

The special alarm consists of a normal smoke alarm with a radio transmitter that transmits to a portable receiver that is designed so it can be carried around from room to room.

Mr Burridge said: "In the event of a fire, a light on the receiver will flash and it gives out an extra loud alarm for people that are hard of hearing.

"At night it goes on to a mounting pad next to the bed and plugged into that is a vibrating pad which goes under the pillow."

Ms Lyons was delighted with the service provided by the fire service.

She said: "Where would you be without our local firefighters? They have done a wonderful job and have been very helpful."

Find a Job
Find a Home
Find a Car

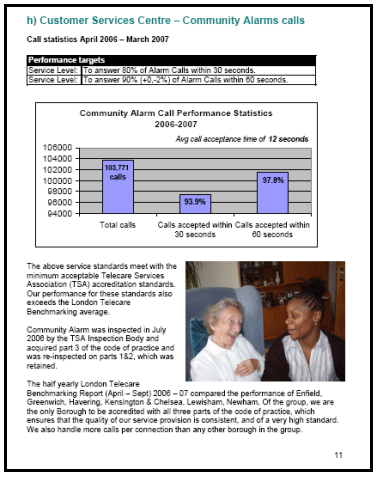
Powered by fish4

Hot Jobs
RECEPTIONIST DORSET
TRAINEE STEEL ERECTOR BOURNEMOUTH
CONTRACTS MANAGER BOURNEMOUTH
Assistant Management Accountant FERNDOWN
DRIVERS CHRISTCHURCH
LEGAL EXECUTIVE POOLE
more jobs >

For singles in your area!
Two's Company

Web link:
http://www.thisisdorset.net/display.var.1605302.0.brigade_introduces_smoke_alarms_for_deaf.php

Enfield – call monitoring



h) Customer Services Centre – Community Alarms calls

Call statistics April 2006 – March 2007

Performance targets	
Service Level:	To answer 85% of Alarm Calls within 30 seconds.
Service Level:	To answer 90% (+0,-2%) of Alarm Calls within 60 seconds.

Community Alarm Call Performance Statistics 2006-2007

Avg call acceptance time of 12 seconds

The above service standards meet with the minimum acceptable Telecare Services Association (TSA) accreditation standards. Our performance for these standards also exceeds the London Telecare Benchmarking average.

Community Alarm was inspected in July 2006 by the TSA Inspection Body and acquired part 3 of the code of practice and was re-inspected on parts 1&2, which was retained.

The half yearly London Telecare Benchmarking Report (April – Sept) 2006 – 07 compared the performance of Enfield, Greenwich, Havering, Kensington & Chelsea, Lewisham, Newham. Of the group, we are the only Borough to be accredited with all three parts of the code of practice, which ensures that the quality of our service provision is consistent, and of a very high standard. We also handle more calls per connection than any other borough in the group.

11

Web link:
http://www.enfield.gov.uk/downloads/Customer_Service_Standards_Annual_Report_2006-7.pdf

Hertfordshire telecare – peace of mind for carers

Hertfordshire County Council News Releases

on hertsdirect.org

Thursday 23rd August

« News Releases and Press Office

PR6529 Published Wed, 15 Aug 2007

Peace of mind for carers

Motion sensors that help carers detect when a vulnerable person is at risk of a fall are being rolled out across Hertfordshire.

The Telecare system has been trialled in North Herts since March and has helped service users to remain living in their own home.

Other sensors can detect falls, immobility, smoke or gas, and anyone leaving the house at an unsafe time, and raise an alert at a community alarm service call centre.

Sally Newton, executive member for adult care and health, said: "The Telecare service is a great step forward that is preventing many vulnerable people from needing residential care.

"It allows them to retain their independence, while increasing their safety and ensuring that they can receive the support they need.

"It has also given carers peace of mind and enabled them to do little things like sleeping in a different room or enjoying time in the garden safe in the knowledge that they will be paged automatically if movement sensors are triggered."

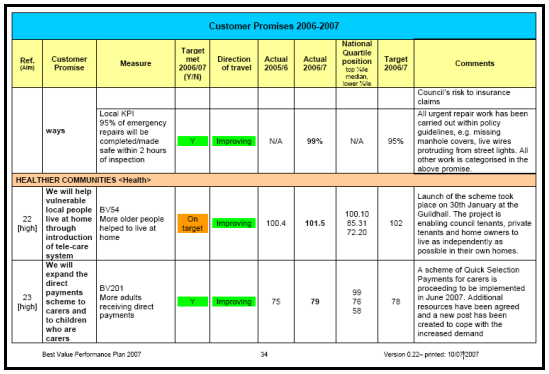
The Department of Health has set Hertfordshire a target of having 3,200 Telecare users in the county by April next year.

Frontline staff from adult care services and Hertfordshire Partnership NHS Trust will identify people who they think will benefit from the system and pass them on to specialist assessors who will agree a package with the user.

A pilot scheme is also underway in Hertsmere where health staff can monitor patients' mobility levels using a secure website. The patients wear a wristband with motion sensors in it and staff take action when abnormal patterns appear.

Web site:
http://news.hertsdirect.org/Release.aspx?id=6529

Hull Best Value Performance Plan



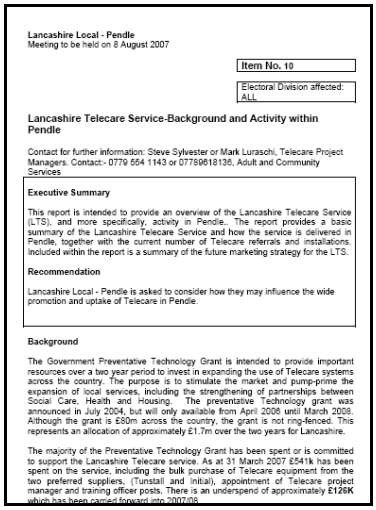
Customer Promises 2006-2007

Ref. (Aim)	Customer Promise	Measure	Target met 2006/07 (Y/N)	Direction of travel	Actual 2005/6	Actual 2006/7	National Quartile position top %ile median lower %ile	Target 2006/7	Comments
									Council's risk to insurance claims
	ways	Local KPI 95% of emergency repairs will be completed/made safe within 2 hours of inspection	Y	Improving	N/A	99%	N/A	95%	All urgent repair work has been carried out within policy guidelines, e.g. missing manhole covers, live wires protruding from street lights. All other work is categorised in the above promise.
HEALTHIER COMMUNITIES <Health>									
22 [high]	We will help vulnerable local people live at home through introduction of tele-care system	BV54 More older people helped to live at home	On target	Improving	100.4	101.5	100.10 85.31 72.20	102	Launch of the scheme took place on 30th January at the Guildhall. The project is enabling council tenants, private tenants and home owners to live as independently as possible in their own homes.
23 [high]	We will expand the direct payments scheme to carers and to children who are carers	BV201 More adults receiving direct payments	Y	Improving	75	79	99 76 58	78	A scheme of Quick Selection Payments for carers is proceeding to be implemented in June 2007. Additional resources have been agreed and a new post has been created to cope with the increased demand

Best Value Performance Plan 2007 34 Version 0.22– printed: 10/07/2007

Web link:
http://www.hullcc.gov.uk/pls/portal/docs/PAGE/HOME/COUNCIL%20GOVERNMENT%20AND%20DEMOCRACY/COUNCILS/COUNCIL%20POLICIES%20AND%20PLANS/BEST%20VALUE%20PLAN/BVPP_ANNUAL_PLAN06_07.PDF

Lancashire



Lancashire Local - Pendle
Meeting to be held on 8 August 2007

Item No. 10

Electoral Division affected: ALL

Lancashire Telecare Service-Background and Activity within Pendle

Contact for further information: Steve Sylvester or Mark Luraschi, Telecare Project Managers. Contact:- 0779 554 1143 or 07789618136, Adult and Community Services

Executive Summary

This report is intended to provide an overview of the Lancashire Telecare Service (LTS), and more specifically, activity in Pendle. The report provides a basic summary of the Lancashire Telecare Service and how the service is delivered in Pendle, together with the current number of Telecare referrals and installations. Included within the report is a summary of the future marketing strategy for the LTS.

Recommendation

Lancashire Local - Pendle is asked to consider how they may influence the wide promotion and uptake of Telecare in Pendle.

Background

The Government Preventative Technology Grant is intended to provide important resources over a two year period to invest in expanding the use of Telecare systems across the country. The purpose is to stimulate the market and pump-prime the expansion of local services, including the strengthening of partnerships between Social Care, Health and Housing. The preventative Technology grant was announced in July 2004, but will only available from April 2006 until March 2008. Although the grant is £80m across the country, the grant is not ring-fenced. This represents an allocation of approximately £1.7m over the two years for Lancashire.

The majority of the Preventative Technology Grant has been spent or is committed to support the Lancashire Telecare service. As at 31 March 2007 £541k has been spent on the service, including the bulk purchase of Telecare equipment from the two preferred suppliers, (Tunstall and Initial), appointment of Telecare project manager and training officer posts. There is an underspend of approximately **£126K** which has been carried forward into 2007/08.

Web link:
http://www3.lancashire.gov.uk/council/meetings/displayFile.asp?FTYPE=A&FILEID=24049

Midlands Housing

MIDLANDS HOUSING

Managing Asbestos Removal
ARCA the Asbestos Removal Contractors Association have

Mastering The Art Of Fenestration
Solid preparation is the foundation for any successful job, as...

The Earthships Have Landed
Beyond the conventional wisdom of modern methods of construction and...

search site...

HOME | NEWS | FEATURES | DIRECTORY | EVENTS

SHOW HOME TO IMPROVE INDEPENDENT LIVING

Monday, 06 August 2007

Older residents and people with disabilities, who require aids and adaptations to their homes, will now be able to view and try out specialist equipment in a new SMART show home in Birmingham.

The show home in Rushlake Green, Shard End, is a joint venture between Adults & Communities and Housing & Constituencies. It is a former warden's house, situated within the Sheltered Housing complex.

The property will be equipped with a stair lift, hoists, bath raisers and adjustable kitchen tops to help residents and staff identify the most appropriate form of aids and adaptations.

In addition it will have state of the art Telecare equipment that can enhance independent living for older and disabled people, where elements of risk to the individual can trigger a call to a carer or monitoring centre.

The initiative has been made possible by the strong partnership between Councillor John Lines, cabinet member for Housing and Cllr Sue Anderson, cabinet member for Adults & Communities.

Councillor John Lines, cabinet member for Housing, said: "This SMART show home will help support residents in the city to help to maintain independence for as long as possible and I am delighted to support such an innovative scheme."

Councillor Sue Anderson, cabinet member for Adults and Communities, added: "Providing this important facility in the city will lead to service improvements to both residents and local older people who require assessment and will be key to assist with rehabilitation."

Related Items

- PFI housing for disabled children
- Work starts on Southwick Sunderland regeneration
- Birmingham housing goes zero carbon
- Housing independence for elderly
- £102m investment in older peoples accommodation
- Excellent home care for local residents
- CIH research housing careers for disabled
- Awards for Birmingham residents
- Two Rivers sign up to disability scheme
- UK's first multiple shared ownership scheme for learning disabled

Web link:
http://www.midlands-housing.co.uk/mnews/show-home-to-improve-independent-living-837-20.html

Milton Keynes

Milton Keynes NHS launches advanced telehealth service to save lives

Print article: Email article: Post to del.icio.us Digg this Post to Slashdot This was published: 19 Jun 2007 - 08:05 am

Milton Keynes Primary Care Trust (PCT) and Milton Keynes Community Alarm Service have teamed up with Tunstall to launch a telehealth initiative to reduce avoidable hospital admissions, and enable people to better manage long-term conditions such as Chronic Obstructive Pulmonary Disease (COPD) at home.

Milton Keynes has a high prevalence of COPD in its local population, costing the PCT over £450,000 a year to treat emergency admissions. Since launching the telehealth service, 26 hospital admissions have been prevented in just four months, reducing the burden on acute, primary and community sectors.

Genesis monitors from Tunstall were provided to patients with COPD to support a more proactive and preventative model of care. The monitor lets patients measure their own vital signs such as heart rate, weight, blood pressure and oxygen levels, and also asks a range of clinical questions to further determine a patient's condition.

As a result, if patients with COPD experience a change in their health status, proactive medical intervention can be taken at an early stage. Clinical results are monitored by Milton Keynes Community Alarm Service's telecare team and nursing staff are notified if assistance is required, ensuring early intervention and avoiding hospital admission.

A key benefit of the initiative is educating users to be more aware of their own symptom's and to proactively manage them, helping to reduce some of the burden on healthcare providers.

Domiciliary Software UK
Easy Schedule Homecare Visits Cuts Admin Time by 80% - Try Demo!
www.quikplan.co.uk

Executive Level Jobs
Find Jobs Paying £50K - £500K Search 7,000 New Opportunities
www.ConsultingLadder.co.uk

100% Invoice Financing
Immediate Payment for Public Sector Invoices. No Guarantees required.
www.ResourcePartners.com

Public Sector Management
Largest Selection of Jobs online Search leading employers; apply now
management.jobsgopublic.com/

Milton Keynes Community Alarm Service

Being connected to the Community Alarm Service enables the user to summon help quickly and easily 24 hours a day all year round, this means that assistance is available at anytime of the day or night. Giving the user and their relatives peace of mind.

Our users can also be assured that all staff employed by the Community Alarm Service have their credentials regularly checked with the Criminal Records Bureau (CRB)

At each new installation we fit the main alarm unit and also issue a pendant alarm, which offers additional reassurance, enabling the user to summon help at the touch of a button no matter where they are in their home. The button on the main alarm unit may also be pressed to alert the Alarm Centre that assistance is required.

Anyone living within the Milton Keynes Council area, may join the Community Alarm Service, regardless of your circumstances.

If You Use Your Alarm

As soon as you operate your alarm, you are automatically connected to our modern Control Centre, which is staffed 24 hours a day, seven days a week.

Your name and address will appear on our computer screen, together with the details of your Doctor and the contacts that you have supplied us with, and who have agreed to come to your aid if required.

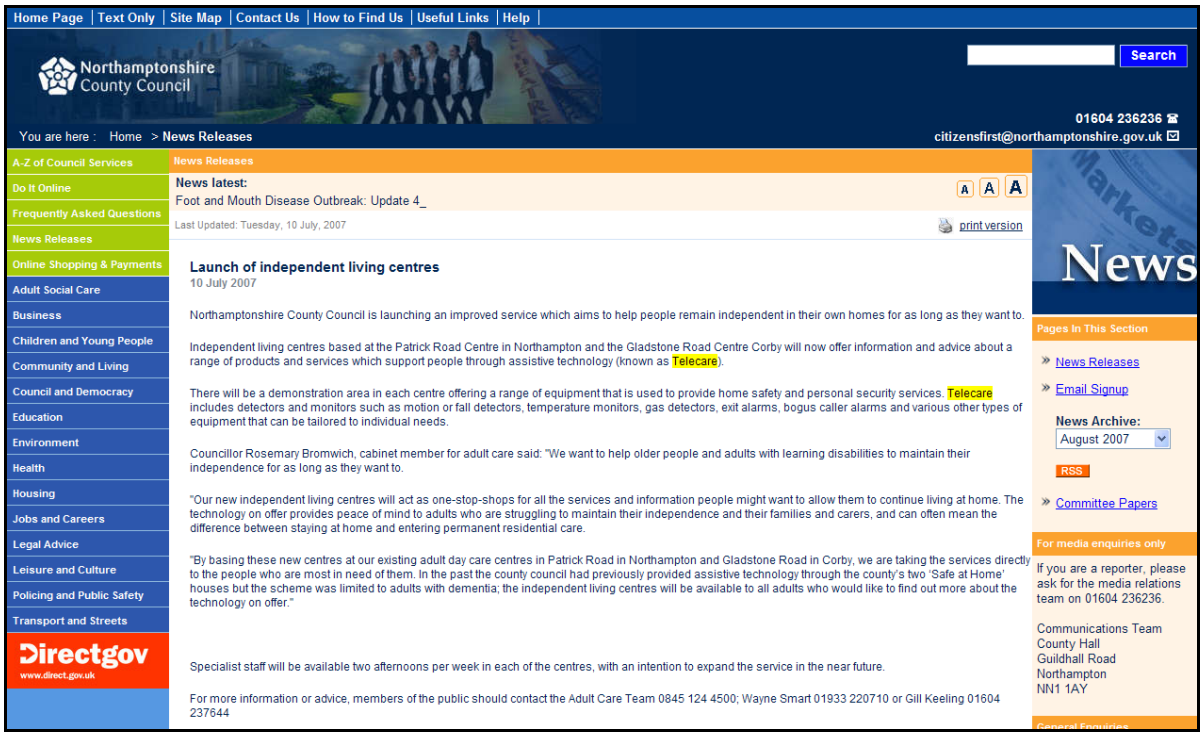
If we cannot reach any of your contacts, one of our team of specially trained mobile wardens will be sent to your home and will provide you with assistance if required.

We have over 8,000 homes are now connected to the Milton Keynes Community Alarm Service.

Our alarm service is also fitted into all our Sheltered Housing Schemes and into specific Council purpose built bungalows and flats.

Web links:
http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=9808&mode=thread&order=0&thold=0
http://www.milton-keynes.gov.uk/community-alarm/home.asp?r=29889

Northants – independent living centres includes telecare



Home Page | Text Only | Site Map | Contact Us | How to Find Us | Useful Links | Help |

Northamptonshire County Council

Search

01604 236236
citizensfirst@northamptonshire.gov.uk

You are here : Home > News Releases

A-Z of Council Services
Do It Online
Frequently Asked Questions
News Releases
Online Shopping & Payments
Adult Social Care
Business
Children and Young People
Community and Living
Council and Democracy
Education
Environment
Health
Housing
Jobs and Careers
Legal Advice
Leisure and Culture
Policing and Public Safety
Transport and Streets
Directgov www.direct.gov.uk

News Releases

News latest:
Foot and Mouth Disease Outbreak: Update 4_

Last Updated: Tuesday, 10 July, 2007 print version

Launch of independent living centres
10 July 2007

Northamptonshire County Council is launching an improved service which aims to help people remain independent in their own homes for as long as they want to.

Independent living centres based at the Patrick Road Centre in Northampton and the Gladstone Road Centre Corby will now offer information and advice about a range of products and services which support people through assistive technology (known as Telecare).

There will be a demonstration area in each centre offering a range of equipment that is used to provide home safety and personal security services. Telecare includes detectors and monitors such as motion or fall detectors, temperature monitors, gas detectors, exit alarms, bogus caller alarms and various other types of equipment that can be tailored to individual needs.

Councillor Rosemary Bromwich, cabinet member for adult care said: "We want to help older people and adults with learning disabilities to maintain their independence for as long as they want to.

"Our new independent living centres will act as one-stop-shops for all the services and information people might want to allow them to continue living at home. The technology on offer provides peace of mind to adults who are struggling to maintain their independence and their families and carers, and can often mean the difference between staying at home and entering permanent residential care.

"By basing these new centres at our existing adult day care centres in Patrick Road in Northampton and Gladstone Road in Corby, we are taking the services directly to the people who are most in need of them. In the past the county council had previously provided assistive technology through the county's two 'Safe at Home' houses but the scheme was limited to adults with dementia; the independent living centres will be available to all adults who would like to find out more about the technology on offer."

Specialist staff will be available two afternoons per week in each of the centres, with an intention to expand the service in the near future.

For more information or advice, members of the public should contact the Adult Care Team 0845 124 4500; Wayne Smart 01933 220710 or Gill Keeling 01604 237644

News

Pages In This Section
» News Releases
» Email Signup
News Archive: August 2007
RSS
» Committee Papers

For media enquiries only
If you are a reporter, please ask for the media relations team on 01604 236236.

Communications Team
County Hall
Guildhall Road
Northampton
NN1 1AY

Web link:
http://www.northamptonshire.gov.uk/cgi-bin/MsmGo.exe?grab_id=0&page_id=926&query=telecare&hiword=telecare%20

North Hertfordshire – 25 years of careline

The Comet

25 Years Of Careline

02 August 2007

EDITORIAL - editorial@thecomet.net

Have Your Say | Send To A Friend | Submit A Story | Print This Article

A SPECIAL alarm service set up to support the elderly and vulnerable has celebrated its 25th anniversary.

Careline, which is run by North Hertfordshire District Council (NHDC), started with just 350 users and now serves 21,000 customers across five counties.

In a typical day, the Hitchin-based centre deals with about 1,000 calls.

NHDC councillors and Careline staff planted a plum tree and cut a cake to mark the anniversary.

John Robinson, Careline's strategic director for customer services, said: "One thing will always stay the same and that is our promise to the customers.

"They don't care how big we've grown or how sophisticated the technology becomes.

"They just need to know that we are committed to looking after each individual in a caring and professional way.

"All our Careline staff realise the vital role they play in supporting people's independence and quality of life and they have been central to Careline's success."

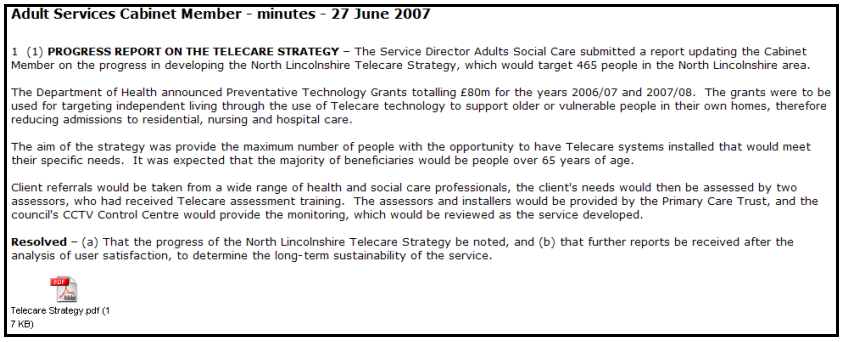
Clr Bernard Lovewell, the portfolio holder for housing and environmental health, praised the service, saying: "It is definitely one of the council's success stories and we are very proud of it."

The Careline service is available to anybody who wants the support of an alarm system. Call Andy Amess on: 01462 454609 for details.

Clir Bernard Lovewell (left) and NHDC strategic director for customer services John Robinson at the tree planting to mark Careline's 25th anniversary

Web link:
http://www.thecomet.net/content/comet/news/story.aspx?brand=CMTOnline&category=News&tBrand=herts24&tCategory=newscomnew&itemid=WEED02%20Aug%202007%2011%3A29%3A56%3A130

North Lincs – progress report on telecare strategy



Adult Services Cabinet Member - minutes - 27 June 2007

1 (1) **PROGRESS REPORT ON THE TELECARE STRATEGY** – The Service Director Adults Social Care submitted a report updating the Cabinet Member on the progress in developing the North Lincolnshire Telecare Strategy, which would target 465 people in the North Lincolnshire area.

The Department of Health announced Preventative Technology Grants totalling £80m for the years 2006/07 and 2007/08. The grants were to be used for targeting independent living through the use of Telecare technology to support older or vulnerable people in their own homes, therefore reducing admissions to residential, nursing and hospital care.

The aim of the strategy was provide the maximum number of people with the opportunity to have Telecare systems installed that would meet their specific needs. It was expected that the majority of beneficiaries would be people over 65 years of age.

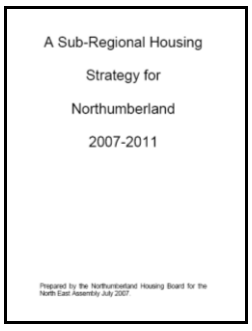
Client referrals would be taken from a wide range of health and social care professionals, the client's needs would then be assessed by two assessors, who had received Telecare assessment training. The assessors and installers would be provided by the Primary Care Trust, and the council's CCTV Control Centre would provide the monitoring, which would be reviewed as the service developed.

Resolved – (a) That the progress of the North Lincolnshire Telecare Strategy be noted, and (b) that further reports be received after the analysis of user satisfaction, to determine the long-term sustainability of the service.

Telecare Strategy.pdf (1
7 KB)

Web link:
http://www.northlincs.gov.uk/NorthLincs/CouncilandDemocracy/cabinet/CabinetMinutes/AdultServices/27June2007.htm

Northumberland Housing Strategy



A Sub-Regional Housing

Strategy for

Northumberland

2007-2011

Prepared by the Northumberland Housing Board for the North East Assembly July 2007

Housing Strategy - Page 62 for telecare references

Web link:
http://tynedale.gov.uk/residents/showdesc.asp?id=210

Nottingham City Council

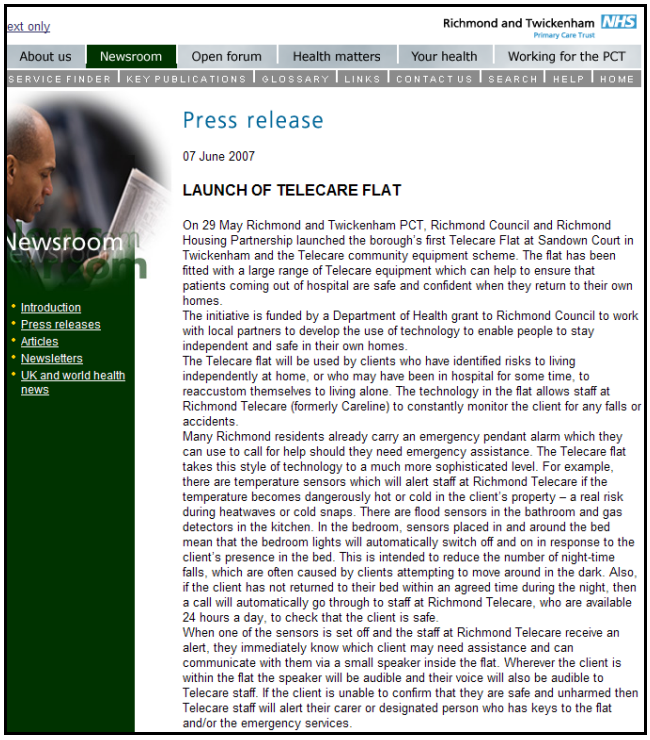
Web link:
http://www.nottinghamcity.gov.uk/www/telecare/default.asp
http://www.nottinghamcity.gov.uk/www/pressreleases/view_article.asp?ReleaseID=4481

Nottinghamshire commissioning strategies 2007-9

"….The Nottinghamshire Telecare Strategy will provide preventative telecare equipment, enabling a range of potential home hazards, such as fire, carbon monoxide and bogus callers, to be alerted to a 24 hour monitoring centre. The strategy is being financed through a £1.1 million grant provided to Nottinghamshire County Council by the Department of Health. Initially around 1600 vulnerable older people will receive preventative services with a further 300 older people with more complex social care needs benefiting from higher level telecare to maintain independence in their own home…."

Web links:
http://www.nottinghamshire.gov.uk/comstratexecstrat.pdf
http://www.nottinghamshire.gov.uk/comstratoverview.pdf

Richmond - launch of telecare flat



Web link:
http://www.richmondandtwickenham.nhs.uk/templates/newsroom/releaseDetail.cfm/551

Shropshire joint commissioning intentions

3. Joint Commissioning Intentions for 2007/08 - Older People's Services - Key priorities for action

"3.1 The development of more integrated locally based services to prevent unnecessary hospital admissions and reduce the need for long term residential care.
- To review distribution of intermediate care staff across the County.
- To review equitable provision of nursing staff by locality across the County.
- To review physiotherapy provision.
- To review provision of intermediate care beds across the County.
- Reconfigure PCT community teams into locality based interdisciplinary teams.
- Identify options and opportunities for greater integrated working between health and social care teams.
3.2 To maximise opportunities for integrated team working both in the context of interdisciplinary team restructuring within the PCT and linked to older people community mental health teams.
3.3 To further develop Extra Care provision as an alternative to residential care that allows greater independence and can be delivered to suit service users changing needs and expectations. This will allow older people who would have entered residential care the opportunity to remain independent with greater support.
3.4 To further develop Telecare/assistive technologies applications as an important preventive option to support people in their own homes through enhancing safety and wellbeing.
3.5 To develop community based services for older people with mental health needs in the context of the ongoing plans for the redevelopment of Shelton Hospital. To reduce unnecessary admissions from care home settings through the development of a specific OPMH outreach service.
3.6 To establish a falls service specification linked to an agreed falls care pathway to develop integrated falls services grounded in evidence based prevention practice to reduce the number of older people falling.
3.7 Further develop support to carers of older people through the Carers Strategy.

Web link:
http://www.shropshirepct.nhs.uk/board_papers/pct_board/July2007/6.6.pdf

Solihull's recently appointed telecare co-ordinator

Web link:
http://www.solihull.nhs.uk/news/story.asp?id=103

South Derbyshire

Web link:
http://www.south-derbys.gov.uk/news/careline.htm

Southend – telecare peace of mind and reassurance

Web link:
http://www.southend.gov.uk/news/Default.asp?id=2230

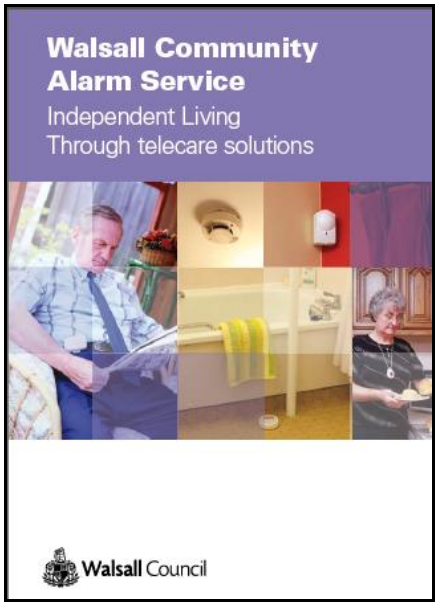
Southwark – older people benefiting from telecare

Web link:
http://www.southwark.gov.uk/Public/NewsArticle.aspx?articleId=25046

Swindon - telehealth

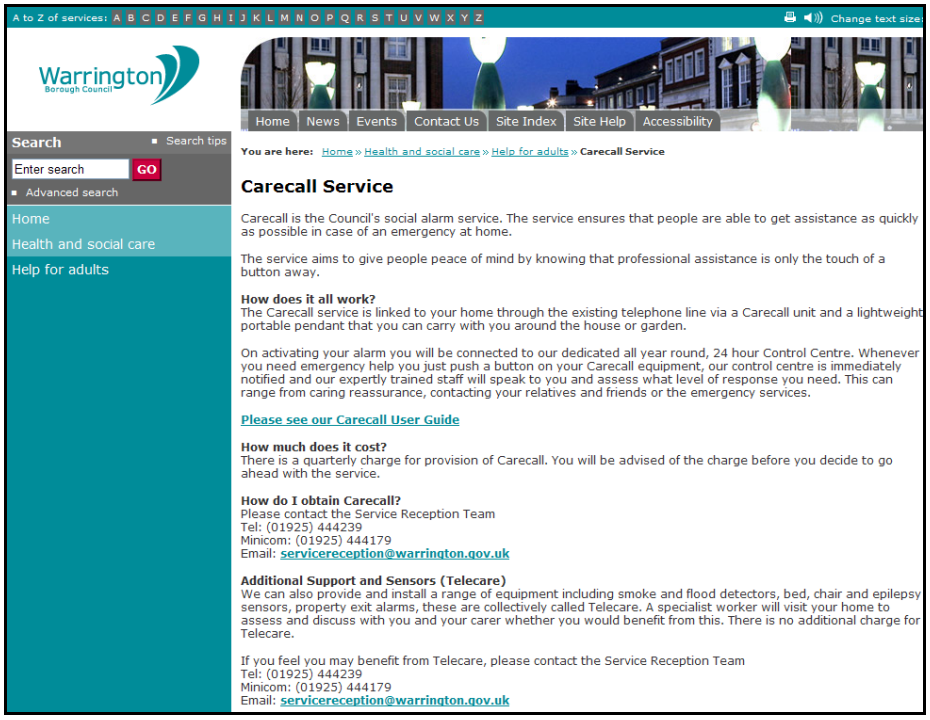
Web link:
http://www.swindonpct.nhs.uk/our_services/Telehealth.htm

Walsall



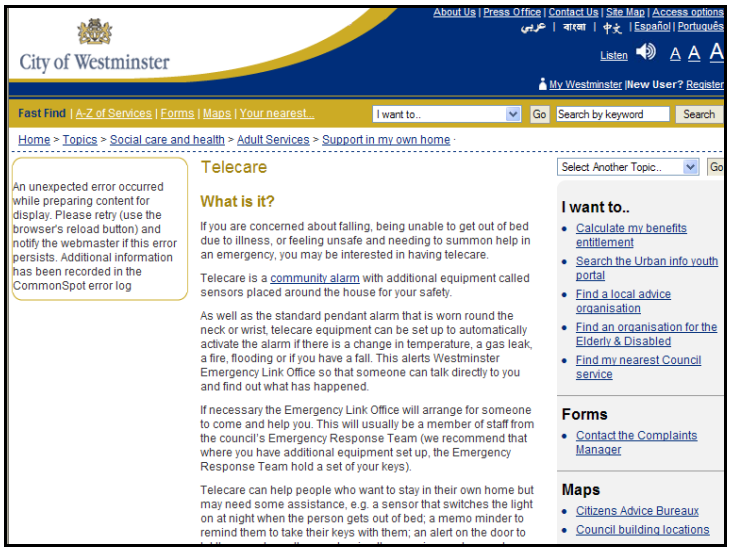
Web link:
http://www.walsall.gov.uk/33758_com_alarms_leaf.pdf

Warrington



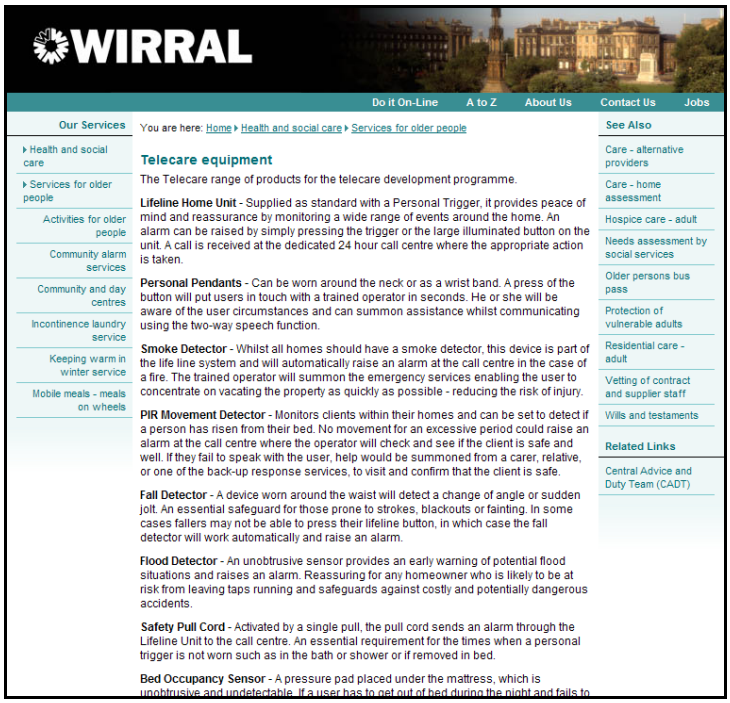
Weblink:
http://www.warrington.gov.uk/Healthandsocialcare/Helpforadults/carecall.aspx

Westminster



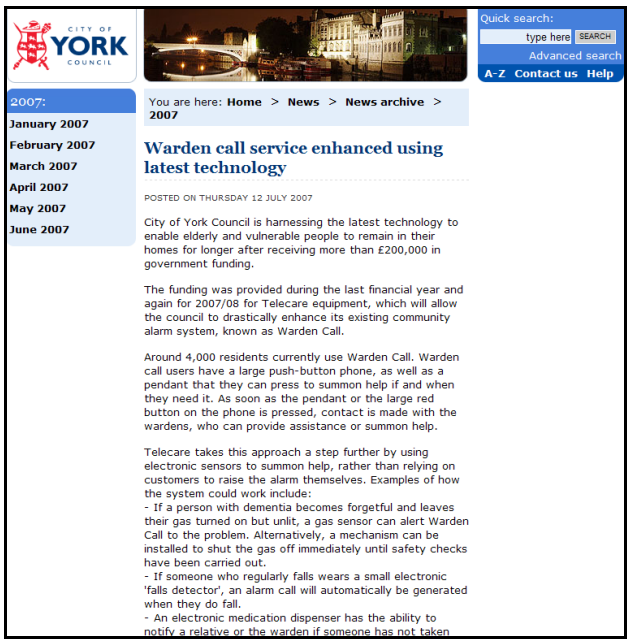
Web link:
http://www.westminster.gov.uk/healthandsocialcare/adultservices/homesupport/telecare.cfm

Wirral – telecare equipment



Web link:
http://www.wirral.gov.uk/LGCL/100010/200091/content_0001471.html

York

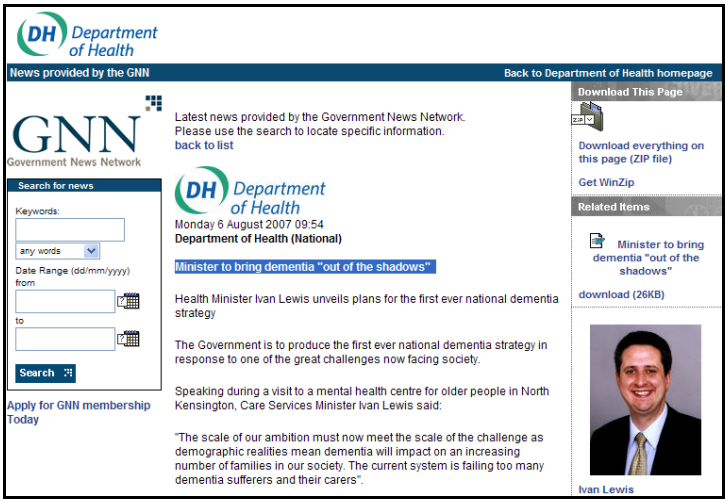


Web link:
http://www.york.gov.uk/news/newsarchive/2007/july/PR1908

4 Dementia and telecare – update

(Includes previous contributions from Deborah Hutchings, John Woolham, Pam Bennett and Mike Clark – see Newsletter from January 2007 with further updates from Mike Clark)

Minister to bring dementia "out of the shadows"



Web link:
http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=305344&NewsAreaID=2&NavigatedFromDepartment=False

Telecare to deal with dementia - *6 August 2007*

"…Care services minister Ivan Lewis said there is a need to place telecare at the heart of support for people with dementia and their carers.

The minister was speaking at St Charles Hospital, a mental health centre for older people in North Kensington, London, on 6 August 2007, where he launched a project to produce the first national dementia strategy.

Lewis said that most people with dementia would prefer to stay in their own homes, but harnessing all the resources available, including the best new technologies, will be "crucial" to enabling this.

"There are some really exciting things going on around the country with telecare, but it is by no means mainstream," he said. "So I think going forward that telecare will play not a side or an extra role, but it needs to be right at the heart of our capacity to support people to have maximum quality of life."

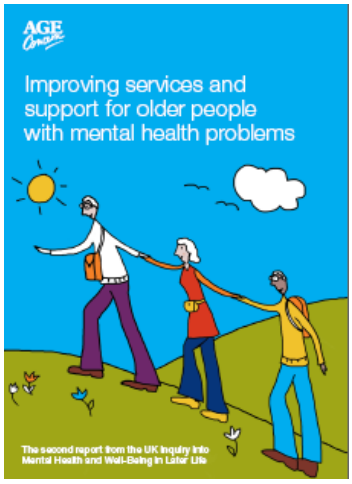
His view was echoed by Jenny Owen, executive director of adults, health and wellbeing for Essex CC. She said: "I think there is some really exciting potential (in telecare), particularly in the early the stages of the disease, where it's really possible to make a difference to people's quality of life."

Owen will lead the development of the dementia strategy, together with Professor Sube Banerjee, professor of mental health and ageing at King's College London and clinical director of mental health for older adults at the South London and Maudsley NHS Foundation Trust. Owen said that telecare is one of the areas the project group will focus on over the next 12 months.

Web links:

http://www.kablenet.com/kd.nsf/Frontpage/FC04E602D2E586BC8025732F0047D191?OpenDocument

http://www.publicservice.co.uk/news_story.asp?id=3542&topic=Health%20and%20social%20care



"….Assistive technologies have developed to support older people, including older people with mental health problems, enabling them to feel safe and secure and to continue living in their own homes. They include monitoring options such as tele-health and tele-care and 'smart house' technologies such as sensors that can tell if someone has left their bed and verbal messaging units that remind residents to turn off taps or cookers. These technologies help support people with daily activities and can enhance unpaid carers' abilities to provide care, thereby reducing their own risk of developing mental health problems. Government has invested in pilot sites. Further development of assistive technologies is needed, particularly for marginalised and excluded groups….". Page 68

Web link:

http://www.mhilli.org/documents/Inquiryfinalreport-FULLREPORT.pdf

"Dementia now affects 600,000 people in the UK and this is likely to double over next three decades. Some 20% of over 80s and 5% of over 65s have some form of dementia" (Press release for Dementia Strategy, August 2007).

Total formal costs per year in England and Wales have been estimated as £0.95 billion for men and £5.35 billion for women (McNamee, Bond, & Buck 2001).

Typically, in the past, social care organisations would have considered a care home solution where service users and carers were having difficulty coping at home.

With Telecare it is possible for some users to maintain their independence and live at home and for carers to have more time to pursue their own activities in the

knowledge that equipment and a service is in place to pick up any urgent or emergency situations.

Two of the main early projects for telecare and people with dementia are:

- Northamptonshire – Safe at Home Scheme
- Croydon – Aztec project

A number of other telecare services are providing home sensors for people with dementia as part of Fair Access to Care Services or as pilot project for preventative services. Nearly one third of 150 social care authorities referred to dementia support as part of their telecare implementation programmes in their CSCI returns for 2006 and many other authorities have been subsequently using telecare services to support users and carers.

Local Authority	2161 Description of telecare service(s) being implemented
Barking and Dagenham	The telecare grant will be used for environmental checks / vital signs monitoring for people with dementia in support of the LAA stretch target in relation to people with dementia.
Barnsley	The Preventive Technology Grant will be utilised to support the Barnsley Telecare Strategy in two specific areas. To support the Falls Service and Intermediate Care, bed monitors and pressure mattresses will be provided for frail older people linked to the Council's Central Call facility providing an alert if the person does not return to bed within a given time. Low level lighting will automatically turn on when the person gets out of bed. A range of developments will be funded to support people with dementia including door opening and closing warnings linked to Central Call, fridge door alarms (to signal if the person may not be eating), temperature extreme monitors, flood detectors, gas detectors/shut-off valves and medication detection alerts. The grant will also provide funding for an Assistive Technology Development Manager.
Bath & North East Somerset	To use telemedicine to assist people with chronic chest conditions manage their condition to improve quality of life and prevent unnecessary admissions to hospital. To use telecare to assist in the assessment of older people with dementia in their own homes to prevent the necessity for residential assessments in a care environment or hospital. To use telecare in an extra-care setting to ensure better quality of life and better use of staff resources.
Bexley	In line with the on-going development of telecare provision Bexley Council is developing a model of practice to support carers who are looking after relatives with dementia. This service model will aim to provide telecare products to people with dementia to enable them to remain in their own homes for as long as possible. This model will link in with current BELL, OT and Out of Hours response teams to create a robust, responsive care alternative. This model will be costed out to demonstrate savings in residential care, emergency respite care and reductions in acute hospital bed days.
Bracknell Forest	The Borough is planning to implement the following telecare services in year one of the Assistive Technology Grant allocation of £45k: • Telecare overlay to five sheltered housing schemes. This will allow for the use of all SMART technology within these settings. • Individual smoke alarms to sheltered scheme residents which will be linked to the Forest Care Control room to ensure speedy response and action. • Funding for a worker to promote, assess and install the assistive technology. This worker will support Care Managers when reviewing and preparing Care Support Packages in the community. • We plan to have a store of assistive technology for speedy access to supplies. • Funding will be set aside to assist with dementia care once research into the benefits have been concluded. • The SMART flat will include newly developed environmental controls for people with a disability to trial and assess if these new controls can assist with their independence

Bradford	We have a comprehensive approach to the development of telecare. This involves developing the telecare infrastructure by enhancing call centre (Careline) and fast response capability. Priority will be given to older people with dementia (part of the POPPS programme) and those with moderate to intense needs where evidence shows the greatest benefits are to be had. We will deliver training for practitioners to develop knowledge and awareness of the potential of telecare and develop protocols covering assessment, commissioning, response times and equipment and maintenance. Telecare equipment will cover activity monitoring, environmental sensors and medical/ personal sensors. Core telecare systems are being built into the extra care housing schemes we are developing such as at Rowanberries, which is being developed jointly with the Methodist Homes Association
Bristol	After consulting with CSIP, we are piloting an exciting range of AT projects and developing the local infrastructure: · £35,000 to test out the effectiveness of a range of AT in preventing deterioration inc avoiding unnecessary hospital/long term care admissions. The team case find vulnerable people whose needs fall below Bristol's FACS threshold. · £60,000 for AT in intermediate care eg in an intermediate care flat in partnership with Housing 21 and Bath Institute of Mechanical Engineering who developed the technology. · £45,000 to pilot AT for older people with dementia in partnership with AWP. · £10,000 to pilot telehealth technology in partnership with health partners. All work is undertaken in partnership with corporate and external partners eg health, housing, voluntary, service user and carers.
Bromley	In the past 6 months LBB has been conducting extensive analysis of how we will be implementing telecare. A working group is investigating specific pilots to trial in 2006/07, some of which will be based on our own care link service and will be an extension of this, others will be stand alone and be more creative use of telecare. LBB are concentrating on the following areas · Supporting people to stay in sheltered housing · Supporting people with LD to live in the community · Supporting people with epilepsy to live in the community · Supporting people with dementia to live at home · Supporting people with ABI to live at home · Working with the PCT to investigate a telemedicine scheme for people with a LTC · Supporting carers A final decision will be made in the summer as to which directions our focus will be on.
Bury	Telecare pilot project will commence in July 2006 and target older people who: have had two or more falls in the last 12 months, are in intermediate care, have a long term condition and are actively case managed, have early onset dementia and a small pilot with a group of people with learning disabilities. Minimum of 200 people with a view to increasing this to 500 people in 2007/8. To roll out the service further following evaluation. A Smart Flat for staff training/user/carer demonstrations and Telecare Flats in intermediate care establishments to enable people to use the equipment before returning home. There will be a 24-7 response service and equipment will be fitted via the Age Concern Service.
Coventry	1.Telecare services for Older People being implemented May 2006. 2. Focus on service users living in own homes in community. 3. Promote independence through supporting people to live at home. 4. Increase choice & independence for service users. 5. Improve support to people with dementia & their carers. 6. Reduce burden on carers & provide them with more personal freedom. 7. Initially service will be delivered in one area of the City with plans being developed to roll out to other areas by the end 2006 followed by other service user groups. 8. Telecare is a workstream of the Older Peoples Partnership whose membership includes user & PCT representatives. 9. Plans are also being developed with the PCT to introduce Telemedicine services from April 2007.
Doncaster	NRF funding secured for 06/07 and 07/08 to improve provision of specialist equipment for people with disabilities or sensory impairment. A telehealth pilot project for people with chronic obstructive pulmonary disease will seek to reduce emergency admissions to hospital and facilitate early discharges. Telecare equipment will enable life style monitoring to promote independence and quality of life for older people including those with dementia. Inter professional training will raise awareness and knowledge on use of assistive technology to promote independence.

Durham	Durham has developed a telecare service model in one locality. We now plan to develop telecare across the county as a mainstream service in partnership with District Councils & PCT using pooled budgets. We aim to develop a sustainable, appropriate & responsive telecare service which can be commissioned to meet assessed health & social care needs. We will target people with dementia, hospital discharge patients, those at risk of falling & going into residential care, people with LT conditions & support carers. We will use a range of telecare equipment including bed sensors & wandering devices, etc., but will not include telehealth at this stage. We have found that using telecare helps to maintain people safely in their own homes for longer. It helps prevent 'revolving door' syndrome & provides respite for informal carers. Main barriers faced have been lack of funding & political uncertainty. We plan to pilot & develop telecare with Learning Disabilities & Children's Services.
East Sussex	Service Model: Aiming to implement seamless service able to respond to local needs i.e. equipment, monitoring, maintenance, response from one provider. Target Client Groups: older people mental health, older people in extra care housing, people with learning disabilities, older with complex needs, older people with low needs/preventative issues e.g. falls. Partners involved; Health, Housing Departments, Voluntary Sector. Aims and Objectives of the service: To maintain independence at home, to prevent admission to acute in patient care or prolonged hospital stay. Delay the need to long-term residential care, offer support through multi-disciplinary approach, identify early stage dementia, falls prevention. Equipment: Falls detector, Flood Detector, Pill Dispenser, Occupancy Sensor, Temperature Sensor, Wristcare or similar. The aim is to mainstream telecare using social care and further thought is being given to evidence based performance assessment and cost benefit evidence.
Gateshead	* Technologies installed include Lifelines, Movement Sensors, Falls Detectors, Gas/Flood detectors. * Service available 365 days 24/7 to support people to live independently through Carecall. * Upgrade to PNC4 planned for June 06, to extend information held on users, range of equipment available, and out of hours response. * 50% clients are older people. Access via assessment or private purchasing. * Short-term access to Lifelines available to support hospital discharge. * Partnership agreement with PCT in place to deliver call handling for District Nurses (OOH) and community matrons as part of Long Term Conditions. * Partnership arrangements in place with PCT, Gateshead Housing company and OOH calls for Council emergency Duty Team. Link to Gateshead @ Your Service, being explored. * Positive outcomes being achieved supporting people with dementia to live at home (89 users).
Hammersmith and Fulham	Target group is the over 65s particularly those with dementia, those discharged from hospital & intermediate care, with continuing work to support PwLD / PD & their families. We plan to create a specialist assessor / co-ordinator post, & set up an appropriate assessment process. Develop response service linked to home care & rapid response team. Have established a demo suite of equip't including environmental sensors, safety & security monitors & equip't to support individual need including deployment of bed / chair occupancy sensors, pressure mats, movement detectors etc. Link the OT service with telecare through the development of an extended demo area & OT shop. Telecare and OT equipment will be available for assessing users linked in the same workspace as the telecare support centre to create a more seamless experience for users. Work is continuing with other partners (community & voluntary sector, statutory services such as health & social services, Police and Fire Services).
Harrow	Infrastructure is being put in place during 2006/7 to deliver staff training and development, and to aid the supply and management of equipment through the existing Technicians service. There will be an additional supply of 24-hour/seven day contact services and response services through the existing Helpline service. It is intended that Telecare should in the long term be an integrated health, housing and social care service. The Core Package for Falls will include Flood Detectors, Smoke Detectors and Light Sensors. Core Package for Dementia will include Flood Detectors, Smoke Detectors, Light Sensors and Door Sensors. Pilot (Apr – Sep 2006) will target service users with Dementia and service users at high risk from falls. Analysis and Rollout (Oct 2006 – Mar 2007) will target wider groups of service users. Enhanced package (Mar - Oct 2007) targeted rollout to all FACS eligible over 75's in the community. Phase 4 : Exit Strategy – Joint Way Forward in order to sustain cost benefits

Hillingdon	The strategy for telecare services aims to provide alarm, risk management and monitoring technology in a service users home in order to help reduce risk, the likelihood of an emergency arising or if an emergency occurs, to provide a timely response. The implementation of telecare is taking a phased approach, targeting higher risk needs (older people with dementia) initially. A phased approach will enable explicit parameters to be set for the target group, and the outcomes to be achieved. The range of services available are individual to meet assessed needs, and will include enhanced assistive monitoring technology to vulnerable/at risk individuals (e.g. alarm pendants, sensors, cameras) and enable emergency response care services to prevent hospital admission, further deterioration and promotion of personal safety.
Isle of Wight Council	Older people with a history of falls &/or at risk due to dementia, 2 areas proven amenable to reduction of risk via Telecare. Anyone at immediate risk (e.g. person with dementia who has left gas turned on) will be offered emergency assessment & installation. A simultaneous pilot project of a more substantial nature is to be facilitated through a local community development project in an area of documented high need. FACS ensured through assessing personal independence, prioritising the critical & substantial levels of need. Aim:sustained reduction of over 65's falls injuries % harm/risk to people with dementia. Equipment: Occupancy monitors, lights, shut off valves & alarms. Service: Based on existing community alarm service. Multi-agency/not for profit sector/community implementation.Integrated Health & Social Care referral pathways.Mainstreaming issues in this context and financial. Data collection built-in. Cost/Benefit: PTG reduces cost of injuries / loss of independence
Kensington and Chelsea	A partnership has been agreed with the Tenants Management Organisation (TMO), an arms length organisation managing former council housing stock, which runs a community alarm service (CAS). This service includes a 24/7 call centre and a mobile warden service and is available to all local residents. Most of the 2,300 alarm service users are not TMO tenants. The technology currently being used will support up to 12 sensors in each home. Following an assessment a referral is made to CAS requesting that they fit the appropriate sensors. The focus will be on people with dementia or at risk of falling. In addition to this mainstream service there will be some small scale trials of different devices, including telemedicine devices.
Kingston Upon Thames	The aim of the scheme is to support people with dementia and their carers within their own home through Telecare services. Objectives are to - -- enable people with dementia to remain living at home if the wish -- promote independence and choice for both client and carer -- reduce the risks of accidents and safety related incidents in and around the home -- reduce the available entry into residential, nursing and hospital care -- reduce carer stress and improve the quality of life for client and carer -- develop the project in partnership with users, carers and the independent sector Target Group – -- people with dementia who are at risk of causing a fire or wondering -- people at risk of admission to a residential/nursing home and or hospital -- carers having difficulty coping The scheme has been developed in partnership with SWL&StGs MHT. Our intention is to include se5rvice users and carers in defining the outcome measure for the scheme.
Leicestershire	A conference was held in September 2005 to identify priorities for telecare. It was agreed that services will be focused on: • Supporting older people with dementia (and their carers) living at home • Preventing admissions to hospital and residential care as a result of falls • Supporting older people with long term conditions. We will do this by: • Replicating 'Signal', our demonstration flat, in another area of Leicestershire in order to promote the use of assistive technologies and the overall benefits of telecare to users, carers and professionals • Promoting Community Alarm Services (CAS) and increasing the type of equipment and services available to meet the needs of older people with dementia and those at risk of falls • Working to improve responses and services linked to CAS and our overall telecare strategy.

Lewisham	Assessment for Telecare service has been integrated into the core assessment process in older adult social work and Intermediate Care services. Following the social work assessment, a service user who qualifies under FACS is financially assessed under Fairer Charging. In addition to those who receive Telecare services as part of their care package, the Council also provides Telecare to those deemed ineligible under FACS, who are then charged at the unit cost for the service. Our priorities for 2006/07 are • To raise awareness of new telecare sensors with social care and health professionals, and provide information and training to support expansion of service options • To focus on new target groups including adults with dementia, younger vulnerable adults, and victims of hate crime.
Merton	Merton will implement telecare using its already established MASCOT service. Merton will provide telecare to people at home, promoting independence and well-being, targeting clients with chronic conditions, dementia and those who fall, especially where admissions to hospital can be avoided. To allow timely discharge from hospital and reduced admissions to institutional care, partnerships have been formed with Housing, Health, PCT, voluntary sector and telecare suppliers. Monitors are installed to detect wandering, falls and inactivity. Personal safety and security will be maintained using smoke detectors, flood detectors, natural gas and CO detectors and support against bogus callers. To date, working with Hospital Discharge, up to eight patients a week are discharged on time. Mascot intends to help 65 more people with telecare in 2006 - 2007 period.
Milton Keynes	The Council's community alarm service is leading the implementation of the telecare strategy working in partnership with other social care and health services. The target groups are - long term conditions; older people with dementia and intermediate care. The service is being led by the Telecare project manager. There is open referral and joint assessment and then installation of the most appropriate package of sensors. A wide range of sensors are available. A standard charge of £1.50 a week per household and equipment free. Training and service user consultation/ evaluation all in place. Telecare backed by 24/7 mobile response service.
North Somerset	There are three main projects: 1) to provide falls detectors and bed occupancy detectors for a targeted group of older people with a history of falling who live in sheltered accommodation (in Partnership with North Somerset Housing) 2) to provide a range of equipment for an identified group of older people with dementia care managed by one of our Older People's Mental Health Teams to improve compliance with medication, relieve pressure on carers and control wandering 3) to supply equipment as appropriate to older people who are receiving services from the intermediate care service and who have been recently discharged from hospital: equipment to include: Falls detectors, medication dispensers, pressure mats/exit sensors, bed/chair occupancy sensors, PIR unit, low temperature sensors as appropriate Response will be via the Community Alarm service, wardens, carers. The service will also be accessible to care managers more generally according to need (resources permitting).
Nottingham	Nottingham City Council is entering into a partnership agreement with Tunstall Telecom and the Northern Housing Consortium to facilitate a procurement and service development process for a range of monitoring and alarm packages. The project will initially focus on the Clifton area of Nottingham where a group of health and social care teams have been co-located in the new Clifton Cornerstone LIFT building. The project will aim to build on the current substantial infrastructure of fixed and dispersed alarms provided in partnership with Tunstall Telecom, and will aim to benefit an extra 900 service users over the 2 year period up to 2007. The target group will include older people with physical disabilities and those who suffer from dementia.

Oxfordshire	Our telecare strategy development includes PCT's, Vol Org, alarm Providers, carers & users. We will coordinate our Telecare purchasing to achieve efficiencies, including the using exiting contracts and PASA Framework, as appropriate. Initially we will focus on environmental monitoring and target those diagnosed with early dementia, fallers, users receiving 'check visits', intermediate care users, those being considered for care home placements, medication only visits and hospital discharges. We will link our telecare strategy with the redesign of community alarm services and older people review currently being undertaken by our supporting people team. It is anticipated that we will be in a position to deliver a targeted service to those who are assessed as requiring a service. With close working with the falls service we aim to reduce hospital bed days through early intervention. Robust evaluation mechanisms will be in place and we will consider future proposals to include telehealth
Plymouth	Telecare services will be provided through a partnership between Plymouth City Council and Plymouth Teaching Primary Care Trust. We have developed a joint strategy. The main aim of the strategy will be to enable more people to live independently in their own homes using technology as an additional support. Basic equipment will be used in the first instance such as falls detectors and door alerts moving to more advanced technology such as blood pressure monitoring equipment towards the end of year 1. It is intended to pilot clients suffering from dementia (10 outputs) and then implement the service across all other client groups. Running along side this a demonstration facility will be set up to be used for staff training (10 outputs). The service will also be promoted to those not eligible for social care support.
Redcar and Cleveland	Coast & Country Housing identified as equipment provision, installation and monitoring/response plan initiator provider – already have infrastructure compatible with Telecare systems. Multiagency professional/user group consultation Initial priority groups: people with dementia, people who have fallen, people who need sitting services 'in case' and people with safety/security issues. Eligibility criteria will take preventative approach, could provide to people below FACS service bands. Demonstration/training suite (including mini monitoring centre) developed at community centre by C&CH – will be used with staff and also with potential service users/carers (mobile demonstration kit also available). C&CH identified as equipment provider after consideration of potential role of community equipment store – C&CH better placed to respond rapidly to requests to provide equipment, install and demonstrate and initiate monitoring service. Activity reports will inform reviews.
Somerset	Developments will include setting up a referral process linked to Falls Services across the PCTs, which will include Fall detectors aimed at those of highest risk of falling. Pilot work on Telehealth will include projects for Learning Disability service users with Enuresis, Epilepsy and Fall detectors. Community alarm providers will have addition money for alarms for very vulnerable and will link with Somerset Partnership to provide smoke, flood and activity detectors. In addition work on issuing service users with dementia a range of stand alone assistive devices such as pill dispensers and pressure pad pagers to help maintain them at home and reduce carer stress. Additional money will be used to develop hospital discharge schemes and ensure consistency of community alarm provision across the county. Our Somerset Direct Service will continue to be developed to promote self-help in access to simple telecare equipment for those who fall outside our FACS criteria.
South Gloucestershire	Prevention of admission into care homes for people discharged from hospital enabling them to live in their own homes and who would otherwise go from hospital into care homes using sensors linked to using Piper Lifeline Younger disabled people under 65 to improve their quality of life using sensors linked to using Piper Lifeline Patients of two GP practices at risk of falling in order to prevent and if not possible achieve early detection of falls thereby reducing their health and financial impact using sensors linked to using Piper Lifeline People with dementia enabled to live independently whilst reducing the stress on their carers by using movement sensors monitored by carers through website Telehealth project for patients with LTC living in Kingswood locality through proactive monitoring thereby reducing the cost to the NHS.

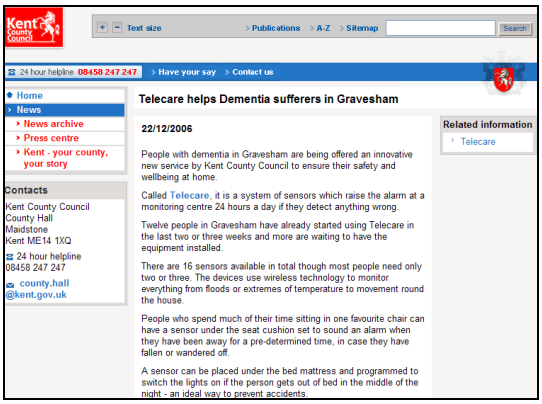
Stoke on Trent	1 Pilot underway with show home established and technician/training officer in place. 2 Range of services provided linked to Life lines service (4000/pendants) such as Smoke detectors, Flood detectors, PIR detectors, Wandering client, Temperature extremes, Gas/CO detectors, Falls detectors, Pressure mats/bed sensors 3 Review existing Telecare Pilot to enable decisions be made regards equipment purchase arrangements & fine-tuning of ref & assessment routes to incorporate FACS 4 Expansion of pilot for older people with mod. to high level needs incl frail elderly, dementia & chronic disease 5 Pilot objectives to provide focused support to carers, enabling older people remain & live more safely at home, assist in hosp. discharge, & support fall & accident prevention strategies 6 Co-location opportunities explored as ICES service moves to same site as monitoring service & base for technician
Surrey	Telecare developments taking place at local/county level. LPSA Vulnerable Older People agreed - community alarms provided free for first 12 weeks by participating D&Bs, in addition to the Surrey Safe at Home Project (within LAA). Multi-agency steering group estab overseeing LAA project plus multi-agency area boards established working on local initiatives. PTG planned to be used to assist partners e.g. districts/boros, PCTs to deliver locally. Target group primarily over 65s, but also PLD & PSD. Equip focuses on safety at home & falls prevention supported via community alarm teams providing 24 hour support. PI's agreed thru LAA e.g. reducing admissions. Columba project combines environment of a residential home with telecare to re-enable OP/return home. Plans to extend project to Walton Hosp. ward to support OP with dementia to return home. Barrier = lack of awareness; fast changing tech. developments - annual conference held and training plans in progress to address this.
Sutton	Our Telecare Strategy aims to support more people to live independently in their homes, to delay entry to residential/nursing care and to support initiatives to reduce hospital admissions and facilitate hospital discharges. A programme of 6 projects focusing on falls, dementia, leaning disabilities, extra care, intermediate care and people living at home will be delivered in partnership with existing services i.e. Safecall, Ageing Well and Intermediate Care. In the first 2 years, a basic set of telecare sensors will be offered through an integrated service model, with a view to expanding this to include telemedicine in the medium-term (3-5yrs). Stakeholders in social care, health, housing, voluntary and private sectors, users and carers are closely involved in developing, implementing and monitoring the service through participation in a working group.
Trafford	We are aiming to enhance and improve our existing telecare services by developing a strategic approach with partners in health and housing. We have established a number of pilots to inform our strategy, and these are based on a service model which uses telecare as part of a preventative approach. We are targeting frequent fallers, people with early stage dementia and carers. We have joined the Northern Housing consortium for Telecare and through this we are purchasing a wide range of equipment including, gas monitors and movement sensors. The pilots will be evaluated on a multi-agency basis to establish and measure cost benefits and outcomes for service users.
Wandsworth	Telecare systems linked to the Housing Department's in-house dispersed alarm control centre targeted in the first instance on older people with dementia and their carers subject to community care assessment, working with the SW London and St George's Mental Health Trust. Expanding to include younger people with dementia and people with severe disabilities, working with the PCT. In addition the Housing Department will be making a limited range of sensors available for access for people with dispersed alarm units as part of its open access WATCH service and providing a show "flat" for demonstration and training purposes. On the basis of experience in 2006/07 proposals for further development of the scheme will be recommended later in the year (exc. from 2159/60 above).
Warrington	The Telecare strategy aims to support vulnerable people and their carers, by enabling people to remain as long and as safely as possible in their own homes. The service is key to reducing risks, preventing hospital admissions and allowing safer discharges from hospital back into the community. Initially the service has been targeted at older people who are at the early stages of a dementia-type condition, delaying the need for more extensive services and slowing down the requirement for residential and nursing home placements. The Council and its partners are currently exploring ways of extending this service to other groups such as people with learning disabilities. The service is supported and monitored by Carecall, Warrington's community alarm service which is part of the Community Services Directorate A barrier to full mainstreaming of this service will be the increased demand on response services in the context of limited availability of additional resources

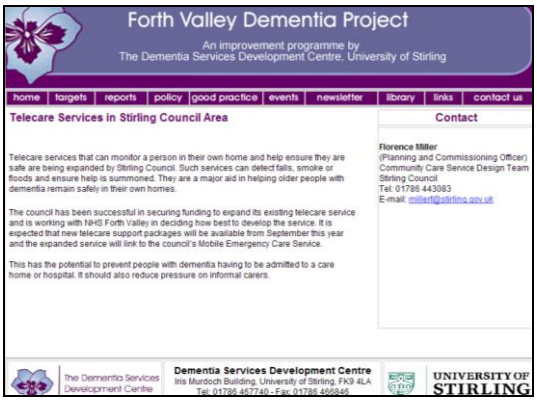
Warwickshire	Our strategic aim is to link telecare to the development of an integrated low intensity service and planning to have an initial focus on falls and dementia. To achieve this aim, we are working in partnership with the Northern Housing Consortium. Our strategy and our approach incorporates working in partnership with existing community alarm providers including the 5 District/Boroughs, PCTs and Supporting People. Service users and carers, including the SP reference group are participating in the development of the telecare strategy. We are confident that the support of NHS will enable us to make rapid progress and to commence roll out in the summer.
West Sussex	The Telecare Strategy is still in development although current direction is towards: a) Enhance Intermediate Care, b) Support people with dementia to live at home through low-key technological devices. These two areas will be achieved through funding of community alarms, mobile responses & telecare packages. All partners will be involved. Telemedicine blood pressure monitors are a consideration for Intermediate Care in conjunction with other detectors to help facilitate this service. PIR Activity Detectors, Wandering Client Detectors & Medicine Dispensers are amongst some of the equipment to be considered. Our objectives: a) Continue to reduce the need for residential/nursing care, b) Increase choice & independence for Service Users, c) Reduce the burden placed on Carers & provide them with personal freedom, d) Contribute to the care & support for people with long-term health conditions, e) Reduce acute hospital admissions, f) Support Hospital Discharge & Intermediate Care.
Westminster	* Service model based on call centre run by partner agency (Vertex); provides response to alarm activations 24/7. *Focus on older residents in own homes particularly those vulnerable to falls or dementia *Partners include PCT, City West Homes, Vertex, CNWL, St Mary's, Carers Network Westminster, Age Concern Westminster, The Disabled Living Foundation, Service user and care representatives, supplier organisation *Aims to help people remain living at home, with autonomy, sense of self, choice and control; feel safer; and support carers, timely hospital discharge, falls / accident prevention strategies *Peripheral sensors phased in over two years: smoke, flood extreme temperature, and falls detectors in year 1; bed/chair occupancy sensors, passive infra-red, and gas detectors in year 2 *SmartHome demonstration flat developed in partnership with Disabled Living Foundation
Wigan	We will seek to maximize the potential of assistive technology in the following ways by: - Exploring how the use of sensors and other equipment can be used to help prevent falls; - Identifying the advantages and practical use of telemedicine; - Exploring how frail older people, including those with dementia, can be supported via the use of assistive technology; - Identifying the benefits and advantages of assistive technology for family carers; - Assessing the cost effectiveness of assistive technology; - Developing appropriate procedures and protocols for using assistive technology; - Identifying how existing service structures and systems that have pioneered the use of assistive technology in the Borough, such as the Careline service, can be developed to enable them to offer and deliver the latest technological advantages; - Continuing to consult with existing and potential service users and carers to identify what assistive technology works for them and their preferences
Wokingham	Target client group is older people. No impact on FACS. Prevention OTs will advise those who fail to meet WDC threshold. Last Call Service facility for response where none of registered contacts are available. Linking to existing 24/7 services such as WDC residential homes or extra care sheltered accommodation once established. Dementia care- simple equipment such as pressure mats, falls sensors, gas and flood alerts. Range of equipment to expand once last call service established. Telecare infrastructure to be established in WDC residential homes and selected sheltered housing complexes. May result in changes in role. In partnership with PCT, bank of telecare equipment to be used on time limited basis for service users/carers who are temporarily incapacitated or who could benefit from reablement. If equipment needed on ongoing basis to be purchased privately or from main equipment budget if service user meets eligibility criteria. Barrier: size of grant, PCT financial deficit.

Wolverhampton	The telecare service was established in Wolverhampton in 2005 and has been built on the existing community alarm and community equipment services. The first phase has focused on supporting people with dementia in their own homes. The Preventative Technology Grant is being used to expand the service to benefit a further 3-400 people and to run a Telemedicine pilot, in partnership with the Primary Care Trust, to test the available technology and its impact on the monitoring of long term conditions. The Grant is funding the purchase of telecare equipment and posts involved in its installation and maintenance, response to telecare alerts etc. The Telecare service will be integrated into the proposed neighbourhood support worker service.
Worcestershire	Wristcare Falls Prevention at the Woodlands in Wyre Forest. An intermediate care unit of 4 flats, promoting independent living with district council warden service and input from North Reablement Team. 15 users have been equipped with wristbands from Vivatec. Aim to promote confidence whilst on scheme and on transfer home. Outcome: 75% of users comment Wristcare has made them feel more secure and 4 out of 5 users have used their Wristband. Project model to be rolled out to other reablement teams in 2006. Wychavon Dementia Telecare Project. 9 current users. Partnership between Evesham Older Person's Team, Older Adults Mental Health Team, Wychavon District Council and Worcestershire Telecare (local community alarm provider). Aim to reduce risk of hospital / residential care admission by use of environmental monitoring equipment. Outcome: Carers and professionals report reduced concerns about risk to users.

The main areas of risk covered by detectors include:

- Fire/smoke
- Temperature extremes
- Leaving the gas on – shut-off valve
- Carbon Monoxide from a faulty gas appliance
- Wandering from home, property exit – door sensors, PIR
- Falling
- Leaving a bath or sink running
- Bogus callers
- Bed occupancy
- Medication prompting or reminders



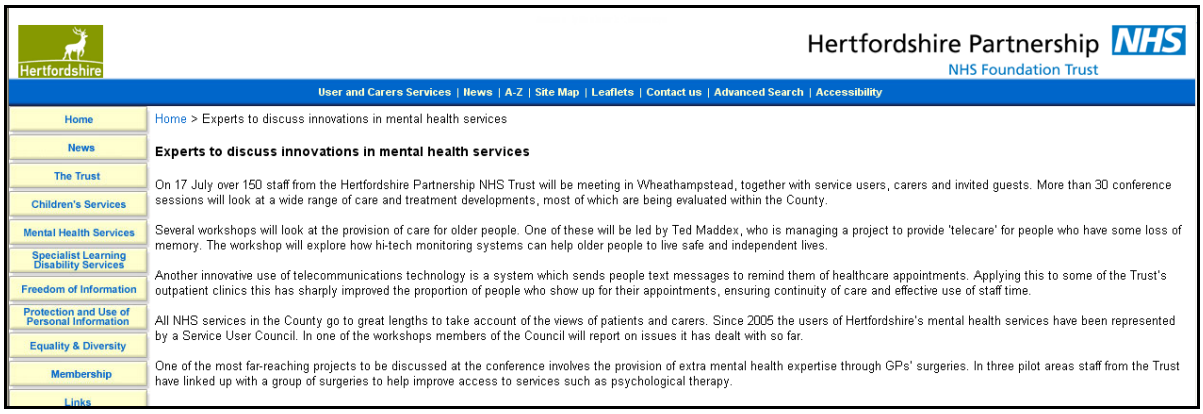


Web links:

http://www.kent.gov.uk/news/dec06-gravesham-telecare.htm

http://www.dementia.stir.ac.uk/fvdp/examples/example005.htm

Hertfordshire – telecare for people with memory loss



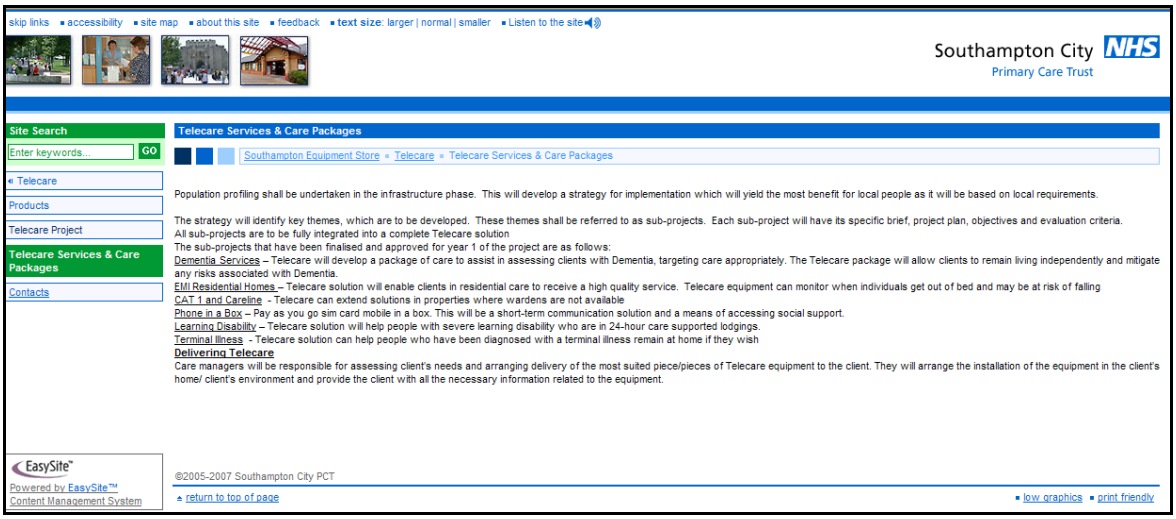
Web link:
http://www.hertsparts.nhs.uk/Content.asp?id=SX84C6-A77FA545

Although not strictly classified as ‘telecare’, a range of small assistive technology devices for date/time or locating keys and other items around the home have also proved very useful.

Other assistive technology devices considered include:

- covered thermostats to prevent service users from adjusting heating inappropriately;
- locked socket covers to prevent tampering with electrical items;
- non-toxic fireproof sprays for furniture, clothing and bedding for service users who were a high fire risk (particularly as a result of smoking;
- 'wired-in' sensor lights for service users who were unable to operate lights, were at high risk of falls and who would tamper with standard sensor lights;
- bath plugs that automatically allow water out when the level exceeds a threshold;
- memo minders which allow a recorded message to be played when a person approaches an area of potential risk (such as an exit door or open fire);
- worn bracelet devices which provide local alarm if care and service users become separated;
- lockable isolation switches for gas appliances;
- electronic stop cocks.

Southampton PCT – dementia packages



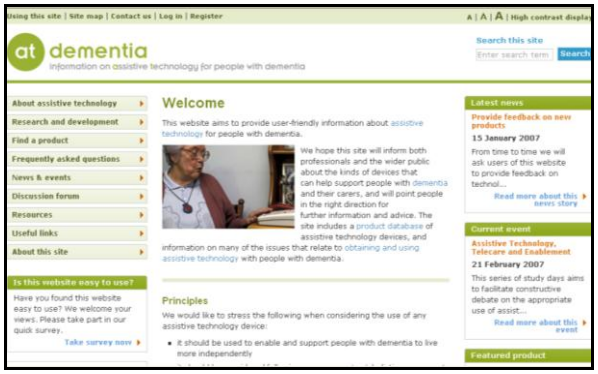
Web link:
http://www.scpctintranet.nhs.uk/equipmentstore/telecare/telecare-services--care-packages

South Gloucestershire – carers helped by technology

Web link:
http://www.southglos.gov.uk/NR/exeres/3a6e7efa-d08b-4187-8d4e-0ae22eeb1739

Care options should be provided following a person-centred assessment (single assessment, FACS etc) unless users/carers are self-purchasing outside of social care where local authorities, health trusts and third sector organisations can support the provision of independent advice. Where there has been a social care assessment, a direct payment is applicable.

At Dementia – online resource



AT Dementia is a new on-line information resource of assistive technology for people with dementia.

The resource has been developed by Trent DSDC with funding from the Department of Health.

The new website provides information on:
- the benefits and limitations of assistive technology with case study examples
- the ethical use of assistive technology
- how to obtain assistive technology
- funding and procurement of telecare
- searchable product database
- current research and new technologies in development

Web link:
www.atdementia.org.uk
e-mail: dhutchings@trentdsdc.org.uk

Organisations implementing telecare should consider the ethical and consent issues for supporting people with dementia. These are considered in the Astrid Guide.

Organisations implementing telecare should also have regard to the Mental Capacity Act for England.

Web links:
http://www.dca.gov.uk/menincap/legis.htm
http://www.cat.csip.org.uk/index.cfm?pid=231

A control centre with appropriate equipment can effectively monitor the alerts from sensors and peripherals. Suppliers can advise on whether a control centre is capable of monitoring alerts. Also, some services are looking at providing equipment to carers to receive the alerts directly without going through a control centre. Care needs to be taken to ensure that risks are included within care plans.

There is growing interest in lifestyle monitoring for people with dementia – this involves picking up activity/inactivity in and around the home.

Technology has the potential to benefit people with mild as well as severe dementia but the kinds of technology social response protocols and service design would need to differ.

Some telecare services have demonstration facilities which can be helpful for user, carer and staff understanding as to how telecare could make a difference as part of a care plan.

Both Northamptonshire and Croydon have identified areas for potential savings in supporting users with dementia at home in their telecare projects. More information is included in the web links.

The NHS PASA National Framework Agreement for telecare provides an electronic catalogue (E Cat) of equipment and services that can be used in supporting people with dementia.

Summary of Web Links (CSIP is not responsible for external links and does not endorse specific telecare goods or services)

Links for Northamptonshire (jwoolham@northamptonshire.gov.uk):
Woolham J. *The effectiveness of assistive technology in supporting the independence of people with dementia: the Safe at Home project*. Hawker Publications, 2005. ISBN 1-874790-77-99.
http://www.astridguide.org/
http://www.ehiprimarycare.com/news/item.cfm?ID=1569

http://www.prweb.com/releases/2005/11/prweb313515.htm

Reflections on ethics, dementia and technology. Baldwin, C. in Woolham, J. (ed) Assistive Technology in dementia care. Hawker publications 2006

Steven Wey's paper 'One size does not fit all' in Marshall, M Perspectives on Rehabilitation and Dementia (Jessica Kingsley, 2004) ISBN: 9781843102861

Links for Croydon:
http://www.croydon.gov.uk/candd/communication/pressrel/y2005/287440/287001?a=5441
http://www.cot.org.uk/newpublic/annual/pdf/WED_Daily.pdf

Other links of interest:

Telehealth Home Monitoring of Solitary Persons With Mild Dementia:
http://aja.sagepub.com/cgi/content/abstract/22/1/20
http://www.cat.csip.org.uk/_library/docs/Housing/Case%2003%20rev.pdf
http://www.bath.ac.uk/bime/home.php?nl=projects/dc_projects.html&mt=projects
http://www.alzheimers.org.uk/Research/Library/reading_lists/Reading%20list_assistive%20technology.pdf
http://dem.sagepub.com/cgi/reprint/3/3/281
http://www.enableproject.org/html/finalconference.html
http://dem.sagepub.com/cgi/content/refs/3/3/297

Dementia and the NSF for Older People – Standard 7:
http://www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeoplesServices/OlderPeopleArticle/fs/en?CONTENT_ID=4002284&chk=q4tpUL

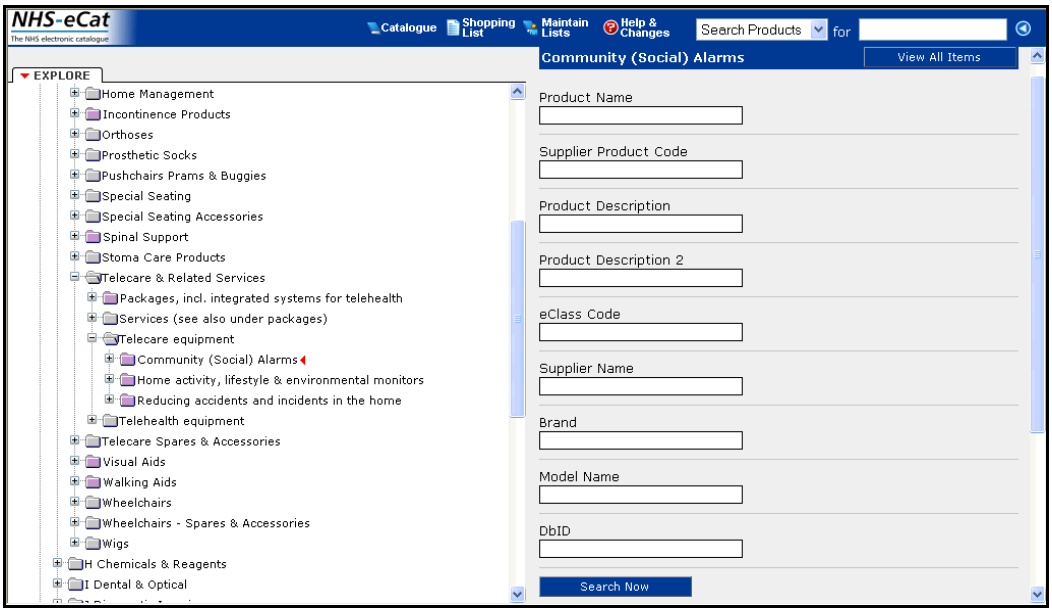
Dementia Services Development Centres in England:
http://www.dsdcengland.org.uk/

Additional references:
MRC CFAS Medical Research Council Cognitive Function and Ageing Study Group 1998, "MRC CFAS Medical Research Council Cognitive Function and Ageing Study Group: Cognitive function and dementia in six areas of England and Wales: the distribution of MMSE and prevalence of GMS organicity level in the MRC CFA study", *Psychological Medicine*, vol. 28, pp. 319-335.

Clegg, A., Bryant, J., Nicholson, T., Gerrard, K., McIntyre, L., de Broe, S., & Waugh, N. 2000, *Clinical and cost effectiveness of Donepezil, Rivastigmine and Galantamine for Alzheimer's disease*, Wessex Institute for Health Research and Development, Southampton.

McNamee, P., Bond, J., & Buck, D. 2001. Costs of dementia in England and Wales in the 21st century.", *British Journal of Psychiatry*, vol. 179, pp. 261-266.

Procuring telecare for people with dementia



The NHS PASA National Framework Agreement for Telecare Equipment and Services has an electronic catalogue covering 2900 telecare products and services for use by local authorities, health trusts and their partners. The Catalogue can be searched for relevant equipment and services for people with dementia.

Web link:
http://www.pasa.nhs.uk/PASAWeb/Productsandservices/Telecare/LandingPage.htm

Supplier information about dementia

The telecare eNewsletter for September 2007 will include supplier updates.

5 ‘Open House’ at CUHTec Responsive Home

Item provided by Rachel Dare at CUHTec *(*r.dare@psychology.york.ac.uk)

Researchers at the Centre for Usable Home Technology (CUHTec) at the University of York recently held an open day to showcase a number of innovative home technologies and telecare applications. The venue for this well-attended event was CUHTec’s Responsive Home, a 3-bedroomed bungalow on the University campus which has been set up as an exhibition of existing and future home technologies each of which demonstrates a real human need.

Projects featured on the open day included ‘Journeys between ourselves’ by Jayne Wallace, the digital jeweller from Culture Lab, Newcastle University. Jayne demonstrated her latest pieces developed for the intergeneration project funded by the University of York. The project builds directly upon Jayne’s doctoral research approach and methods to develop digital jewellery that is personally meaningful for the individuals involved in the project. The resulting pieces are a pair of necklaces made for the mother and daughter involved in the project.

The necklaces are made from porcelain, paper, felt and electronic components. The pieces are a response to stories and experiences shared with Jayne by the participants. Light sensors within the neckpieces are sensitive to direct changes in light – once a neckpiece is touched or held by the wearer the electronic components send a signal to the other neckpiece, which trembles in response. Bespoke developments of motes (ad hoc wireless computers) and sensors form a network that allows the neckpieces to communicate wirelessly. “Its purpose is to explore the notion of shared presence with the eventual goal of involving older people in the lives of their adult children, and vice versa” commented Jayne.

Jayne explained “We developed this haptic and tactile way of interacting with the neckpieces with the hope of facilitating a gentle, human centred mode of communication. We consider the resulting reflection and critical analysis of this dialogue as an important output of this research endeavour. Our intention is not to dictate to our participants an intended function, role, or context of “use”, but to explore our participants’ feelings about the pieces and their significance in their lives and relationship.”

Other technologies on display at the open day were:

- Messages for Mary

A low cost solution to wandering (a problem in the early stages of dementia) which involves motion detectors and luminescent displays, as an alternative to the commonly used audio messages

- Choosing the right knob
  Joe Wherton's research addressing the problem of how to prompt people who have problems remembering which knob controls which hot plate on a stove. In addition, his experiments address the problem of novelty when designing for people with dementia.

- A Virtual Frosted Window
  Out of sight is out of mind but video monitoring violates our need for privacy. This conceptual design from CUHTec may not suggest a solution but it could provoke design.

The open day is one of several events and courses run by CUHTec, a joint venture set up nearly four years ago between the University of York and the Joseph Rowntree Foundation with the aim of ensuring that future home technologies meet real social and personal needs. Since its creation in September 2003 CUHTec has run 9 telecare training courses, 2 one-day telecare events, 2 international conferences and 2 one-day workshops.

The next CUHTec event is a one-day course on 25th September 2007 for telecare service providers entitled "Evaluating and expanding your telecare service". To find out more about CUHTec and CUHTec events and training activities, please visit the web site at www.cuhtec.org.uk.

6 Other news items

a) Web tool launched to improve life expectancy in disadvantaged areas

Dawn Primarolo, Minister of State for Public Health has launched the Health Inequalities Intervention Tool - an interactive website to help local health services and councils improve life expectancy in areas with the worst health and deprivation.

Web link:
http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=309566&NewsAreaID=2&NavigatedFromDepartment=False

b) Department of Health opens £73m investment fund for Social Enterprise programmes

Care Services Minister Ivan Lewis has announced the opening of a £73m Social enterprise Investment Fund for health and social care. Applications for the money can now start, to set up and build social enterprises that meet specific needs and provide services that will benefit local communities.

Web link:
http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=308383&NewsAreaID=2&NavigatedFromDepartment=False

c) Self care support: The evidence pack - summary of work in progress 2005-07.

Web link:

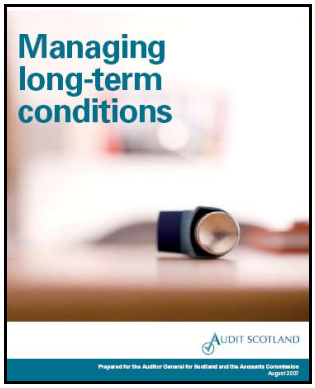
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_076913

d) A new ambition for stroke - a consultation on a national strategy

This consultation document sets out the views of six working groups contributing to the development of the National Stroke Strategy, on the challenges currently facing stroke services in England and how these can be met. It invites everyone to give their views, by 12 October 2007, on the ideas set out in the document, as well as contribute new ideas to the debate.

Web link:
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_076573

e) Managing Long Term conditions in Scotland, Audit Scotland (2007)



Web link:
http://www.audit-scotland.gov.uk/publications/pdf/2007/nr_070816_managing_long_term.pdf

f) Homes for the Future: More Affordable, More Sustainable - Housing Green Paper (CSIP Summary, August 2007)

Web link:
http://www.icn.csip.org.uk/housing/index.cfm?pid=522&catalogueContentID=2270

7 Telecare events

a) Regional Housing LIN dates for 2007:

Here is the list of the upcoming Housing LIN regional meeting

30/08/07	Eastern Regional Housing LIN meeting
13/09/07	South West Regional Housing LIN Event - Bristol
26/09/07	Resident Involvement in Sheltered Housing - A Workshop
04/10/07	South East Regional Housing LIN meeting
24/10/07	Yorkshire & Humberside Housing LIN meeting
01/11/07	West Midlands Regional Housing LIN Event
15/11/07	North West Regional Housing LIN meeting

Web link:
http://www.icn.csip.org.uk/housing/index.cfm?pid=167&eventID=67

Housing LIN Newsletter – August 2007

Web link:
http://www.icn.csip.org.uk/_library/Resources/Housing/Support_materials/Newsletter/Newsletter24.pdf

b) Carers UK - New Horizons - Supporting families through telecare solutions

CSIP's Clare Skidmore will be providing a PT Grant update presentation.

Thursday 6th September 2007, Business Design Centre, London N1

Web link:
http://www.carersuk.org/Policyandpractice/NewHorizonsConference

c) West Midlands Network

Wolverhampton – 11 September 2007

For more information contact Sue Williams (sue.williams@csip.org.uk)

d) North/North West Telecare (Lancs, Cheshire, Cumbria, Durham)

14 September 2007

For more information contact Steve Sylvester
(Stephen.Sylvester@SSD.LancsCC.Gov.Uk)

e) Yorkshire Group (Calderdale, Leeds, Bradford, Kirklees, Wakefield)

Whitley Bridge – 18 September 2007

For more information contact Sharon Jarvis (Sharon.Jarvis@calderdale.gov.uk)

f) Technology in Dementia Care

Promoting independence and well-being through telecare and assistive technology: a national perspective - Clare Skidmore, Extra Care Housing Programme Manager, Care Services Improvement Partnership Housing Learning and Improving Network

3 October 2007, Birmingham

Web link:
http://www.careinfo.org/conferences/tech07.pdf

g) Telecare 2007 – 27 September 2007

Title: Telecare 2007
Date: 27 September 2007
Venue: Lakeside Conference Centre, Aston University, Birmingham, UK

Entry: Free for participants from the NHS, Social Services, healthcare and third sector organisations
Web site: www.telecare-events.co.uk
Organiser: BJHC Events Ltd

CSIP's Mike Clark will be joining other colleagues from UK telecare programmes at Telecare 2007.

This one-day event, centred on case-history presentations with a supporting exhibition, will primarily focus on disseminating the capabilities of telecare technologies and advancing the knowledge of people commissioning telecare services in the UK and Europe about what products and systems are available and how best to deploy them.

h) Telecare Services Association (TSA) Conference – Cardiff, 6-8 November 2007

CSIP's Nigel Walker and Judith Whittam will be speaking at the TSA Conference along with Claire Whittington (White Paper Long Term Conditions Demonstrator Programme).

The National Telecare & Telehealth Conference will take place in Cardiff, November 6th – 8th. The event which attracted almost 400 delegates last year will bring together the single largest gathering of Telecare & Telehealth professionals in the UK this year. With the interest generated by the Whole System Demonstrator Sites there will be significant focus on Telehealth with added international perspective.

Web link:
http://www.telecare.org.uk/event/42301/46596/tsa_annual_conference_2007.htm

The Foundation for Assistive Technology (FAST) provides a full listing of forthcoming telecare events – see *http://www.fastuk.org/services/events.php?pg=2*. Suppliers also run telecare and telehealth events – check their web sites regularly for dates.

All previous telecare eNewsletters are available at:
www.icn.csip.org.uk/telecarenewsletters

CSIP Telecare Services

You can send comments and questions about the CSIP Implementation Guide, factsheets or other resources or contact us via ***telecare@csip.org.uk***. Also, use this mailbox to send in good practice examples.

If you or a colleague would like to receive future copies of the newsletter then all you need to do is register at ***http://www.icn.csip.org.uk/index.cfm?pid=12***

Appendix - Detailed CSCI returns for 2007- local authority listings

Tables 1-3 in the Appendix to this newsletter provide detailed information in a simple A to Z format for 150 social care authorities who have been receiving the PT Grant.

Table 1 – Additional users for 2006/7 from identified sources

Local authority	Local authority outturn	Local authority + agency outturn	Other agencies outturn
Barking & Dagenham	170	13	0
Barnet	93	311	0
Barnsley	150	450	552
Bath and North East Somerset	379	24	0
Bedfordshire	0	76	231
Bexley	488	364	433
Birmingham	70	1834	647
Blackburn with Darwen	171	98	80
Blackpool	166	0	0
Bolton	480	0	0
Bournemouth	403	24	0
Bracknell Forest	225	0	0
Bradford	300	42	0
Brent	295	58	173
Brighton & Hove	530	36	0
Bristol	632	113	398
Bromley	532	20	0
Buckinghamshire	10	0	0
Bury	369	0	0
Calderdale	2458	1400	715
Cambridgeshire	50	58	904
Camden	336	35	5
Cheshire	590	1149	0
City of London	3	26	0
Cornwall	50	476	1854
Coventry	310	157	0
Croydon	619	126	79
Cumbria	326	5788	5063
Darlington	37	0	0
Derby	281	0	0
Derbyshire	8	1056	0
Devon	712	0	936
Doncaster	513	40	0
Dorset	0	60	9000
Dudley	619	0	0
Durham	44	1132	432
Ealing	306	46	0
East Riding of Yorkshire	478	23	0
East Sussex	196	986	6000
Enfield	2124	640	0

Essex	205	0	2019
Gateshead	319	394	0
Gloucestershire	97	0	1447
Greenwich	706	0	0
Hackney	0	396	0
Halton	225	69	0
Hammersmith & Fulham	190	16	0
Hampshire	60	76	1334
Haringey	692	64	10
Harrow	194	0	0
Hartlepool	0	90	0
Havering	601	267	0
Herefordshire	116	0	211
Hertfordshire	1	544	108
Hillingdon	0	110	0
Hounslow	262	11	0
Isle of Wight	446	10	69
Isles of Scilly	2	0	8
Islington	26	114	0
Kensington & Chelsea	112	0	196
Kent	603	0	0
Kingston upon Hull	407	13	10
Kingston upon Thames	5	434	92
Kirklees	658	78	23
Knowsley	110	15	719
Lambeth	230	0	149
Lancashire	0	107	0
Leeds	431	28	1208
Leicester	315	0	19
Leicestershire	53	1028	0
Lewisham	385	0	0
Lincolnshire	0	0	0
Liverpool	0	157	0
Luton	78	0	0
Manchester	860	33	0
Medway	537	182	2315
Merton	260	0	155
Middlesbrough	247	183	0
Milton Keynes	98	10	0
Newcastle upon Tyne	0	466	0
Newham	1171	0	0
Norfolk	14	600	76
North East Lincolnshire	940	0	3704
North Lincolnshire	4470	9	0
North Somerset	472	107	15
North Tyneside	742	0	0
North Yorkshire	0	324	1152
Northamptonshire	232	0	270
Northumberland	14	200	0
Nottingham	54	485	64
Nottinghamshire	0	889	0
Oldham	720	10	0
Oxfordshire	99	117	948
Peterborough	341	0	0

Plymouth	308	92	398
Poole	83	447	0
Portsmouth	871	0	0
Reading	1	48	35
Redbridge	482	0	0
Redcar & Cleveland	411	0	0
Richmond upon Thames	218	128	40
Rochdale	223	28	173
Rotherham	748	120	0
Rutland	6	58	10
Salford	448	0	0
Sandwell	84	456	0
Sefton	425	0	10
Sheffield	1312	0	0
Shropshire	1095	329	353
Slough	168	221	0
Solihull	0	407	108
Somerset	595	0	0
South Gloucestershire	242	69	0
South Tyneside	95	0	0
Southampton	3500	0	0
Southend-on-Sea	36	128	0
Southwark	421	56	0
St Helens	660	0	0
Staffordshire	276	0	4018
Stockport	0	278	500
Stockton-on-Tees	24	0	0
Stoke-on-Trent	1287	0	0
Suffolk	79	240	451
Sunderland	411	0	0
Surrey	85	500	5432
Sutton	124	0	230
Swindon	8	0	0
Tameside	339	70	0
Telford & the Wrekin	2	186	0
Thurrock	167	75	0
Torbay	249	0	0
Tower Hamlets	200	0	0
Trafford	240	60	0
Wakefield	4	150	580
Walsall	987	82	0
Waltham Forest	202	0	0
Wandsworth	548	0	0
Warrington	483	197	24
Warwickshire	0	40	320
West Berkshire	0	50	235
West Sussex	0	199	0
Westminster	0	121	0
Wigan	0	213	0
Wiltshire	0	493	4664
Windsor & Maidenhead	76	70	54
Wirral	84	49	0
Wokingham	10	2	0
Wolverhampton	696	7	0

Worcestershire	60	15	4541
York	365	0	0
Total	**53761**	**29981**	**65999**

Table 2 – Projections of new users for 2007/8

Local authority	2.1OP029 Local Authority 2007-08 Projected	2.1OP030 Local authority and agencies 2007-08 Projected	2.1OP031 Other agencies 2007-08 Projected
Barking & Dagenham	300	40	0
Barnet	200	350	0
Barnsley	600	228	98
Bath and North East Somerset	380	60	0
Bedfordshire	0	400	200
Bexley	585	414	500
Birmingham	500	3000	64
Blackburn with Darwen	320	120	95
Blackpool	80	0	0
Bolton	500	50	0
Bournemouth	220	24	0
Bracknell Forest	279	0	0
Bradford	450	42	0
Brent	200	50	17
Brighton & Hove	500	38	0
Bristol	1070	110	480
Bromley	570	0	0
Buckinghamshire	388	200	0
Bury	470	0	0
Calderdale	2550	1300	0
Cambridgeshire	150	232	1000
Camden	370	6	35
Cheshire	664	930	0
City of London	10	10	0
Cornwall	150	1500	1500
Coventry	370	260	0
Croydon	350	450	100
Cumbria	200	0	0
Darlington	100	42	0
Derby	300	0	0
Derbyshire	20	1667	1000
Devon	850	0	950
Doncaster	500	250	0
Dorset	0	240	9040
Dudley	975	0	0
Durham	35	1466	414
Ealing	446	46	0
East Riding of Yorkshire	537	0	0
East Sussex	377	1006	6120
Enfield	217	45	0
Essex	3000	866	2500
Gateshead	250	10	0

Gloucestershire	350	160	500
Greenwich	700	25	0
Hackney	200	250	0
Halton	300	40	0
Hammersmith & Fulham	310	16	144
Hampshire	350	100	1500
Haringey	112	10	0
Harrow	283	0	0
Hartlepool	0	362	0
Havering	1171	267	0
Herefordshire	313	0	123
Hertfordshire	533	1473	12
Hillingdon	160	120	0
Hounslow	365	60	0
Isle of Wight	450	0	0
Isles of Scilly	4	3	0
Islington	125	114	0
Kensington & Chelsea	300	0	200
Kent	1020	0	0
Kingston upon Hull	200	450	0
Kingston upon Thames	10	400	50
Kirklees	1000	150	20
Knowsley	120	25	70
Lambeth	400	15	50
Lancashire	0	1800	0
Leeds	1500	0	2300
Leicester	300	57	0
Leicestershire	300	1200	40
Lewisham	609	0	0
Lincolnshire	600	200	0
Liverpool	250	190	0
Luton	160	0	0
Manchester	903	35	5
Medway	200	50	100
Merton	300	0	155
Middlesbrough	250	200	0
Milton Keynes	75	10	0
Newcastle upon Tyne	0	667	0
Newham	1727	0	0
Norfolk	70	630	100
North East Lincolnshire	300	923	0
North Lincolnshire	4900	12	0
North Somerset	500	100	15
North Tyneside	750	0	0
North Yorkshire	0	1418	0
Northamptonshire	1250	600	0
Northumberland	986	400	0
Nottingham	114	750	70
Nottinghamshire	0	1515	0
Oldham	1500	50	0
Oxfordshire	360	100	948
Peterborough	220	0	0
Plymouth	390	120	400
Poole	240	450	0

Portsmouth	931	40	0
Reading	150	40	40
Redbridge	602	0	0
Redcar & Cleveland	520	0	0
Richmond upon Thames	340	130	40
Rochdale	200	70	60
Rotherham	748	50	0
Rutland	50	60	10
Salford	514	0	0
Sandwell	125	450	0
Sefton	610	150	50
Sheffield	1351	39	0
Shropshire	1400	280	200
Slough	250	241	0
Solihull	0	475	140
Somerset	850	0	0
South Gloucestershire	280	100	0
South Tyneside	450	20	0
Southampton	4100	0	0
Southend-on-Sea	40	80	0
Southwark	720	100	0
St Helens	600	0	0
Staffordshire	400	0	4420
Stockport	0	325	500
Stockton-on-Tees	200	50	0
Stoke-on-Trent	1500	300	0
Suffolk	400	500	530
Sunderland	750	0	0
Surrey	480	600	6000
Sutton	164	0	250
Swindon	61	0	0
Tameside	185	100	0
Telford & the Wrekin	2	235	0
Thurrock	200	120	0
Torbay	350	50	0
Tower Hamlets	400	120	0
Trafford	300	60	0
Wakefield	20	350	700
Walsall	1200	250	0
Waltham Forest	250	0	0
Wandsworth	500	0	0
Warrington	494	290	25
Warwickshire	0	250	320
West Berkshire	0	60	250
West Sussex	0	300	0
Westminster	0	180	0
Wigan	0	504	0
Wiltshire	0	880	0
Windsor & Maidenhead	106	98	55
Wirral	487	10	0
Wokingham	240	18	0
Wolverhampton	696	15	0
Worcestershire	540	200	4950
York	100	0	0

Total	**72419**	**39159**	**49455**

Table 3 – Outturn expenditure for 2006/7 and projected expenditure for 2007/8 (split into infrastructure and equipment/services) (£000)

Local authority	2.1OP032 2006-07 Outturn Infrastructure 000	2.1OP032 2007-08 Projected Infrastructure 000	2.1OP033 2006-07 Outturn Eqpt/Services 000	2.1OP033 2007-08 Projected Eqpt/Services 000
Barking & Dagenham	154.00	449.00	828.00	943.00
Barnet	65.00	97.00	84.00	133.00
Barnsley	78.00	310.00	893.00	1,152.00
Bath and North East Somerset	21.00	41.00	247.00	300.00
Bedfordshire	99.00	180.00	81.00	133.00
Bexley	40.00	20.00	121.00	100.00
Birmingham	123.00	700.00	223.00	2,000.00
Blackburn with Darwen	20.00	28.00	27.00	129.00
Blackpool	-	-	110.00	182.00
Bolton	1,164.00	1,340.00	282.00	536.00
Bournemouth	360.00	-	471.00	281.00
Bracknell Forest	21.00	36.00	24.00	39.00
Bradford	33.00	129.00	130.00	358.00
Brent	62.00	66.00	204.00	370.00
Brighton & Hove	50.00	50.00	150.00	170.00
Bristol	130.00	180.00	113.00	489.00
Bromley	13.00	50.00	38.00	157.00
Buckinghamshire	189.00	72.00	40.00	312.00
Bury	188.00	214.00	64.00	186.00
Calderdale	33.00	58.00	190.00	300.00
Cambridgeshire	85.00	187.00	215.00	320.00
Camden	242.00	249.00	922.00	1,022.00
Cheshire	42.00	80.00	349.00	619.00
City of London	16.00	12.00	10.00	12.00
Cornwall	59.00	150.00	180.00	590.00
Coventry	39.00	66.00	81.00	304.00
Croydon	115.00	200.00	37.00	150.00
Cumbria	23.00	136.00	226.00	470.00
Darlington	114.00	50.00	96.00	199.00
Derby	27.00	163.00	66.00	118.00
Derbyshire	49.00	49.00	400.00	800.00
Devon	25.00	107.00	285.00	503.00
Doncaster	-	-	51.00	292.00
Dorset	52.00	153.00	32.00	192.00
Dudley	38.00	65.00	498.00	920.00
Durham	-	100.00	10.00	458.00
Ealing	154.00	206.00	66.00	147.00
East Riding of Yorkshire	8.00	21.00	87.00	86.00
East Sussex	44.00	93.00	185.00	600.00
Enfield	264.00	448.00	55.00	164.00
Essex	63.00	177.00	213.00	1,640.00
Gateshead	912.00	1,100.00	267.00	185.00
Gloucestershire	34.00	92.00	169.00	460.00
Greenwich	98.00	70.00	900.00	935.00
Hackney	140.00	180.00	742.00	1,228.00
Halton	39.00	52.00	443.00	463.00
Hammersmith & Fulham	730.00	858.00	27.00	100.00
Hampshire	62.00	85.00	52.00	198.00
Haringey	37.00	22.00	607.00	140.00

Harrow	111.00	123.00	15.00	100.00
Hartlepool	78.00	97.00	140.00	160.00
Havering	94.00	101.00	38.00	115.00
Herefordshire	25.00	74.00	138.00	167.00
Hertfordshire	41.00	179.00	6.00	708.00
Hillingdon	18.00	61.00	-	268.00
Hounslow	50.00	64.00	48.00	139.00
Isle of Wight	-	-	75.00	171.00
Isles of Scilly	1.00	1.00	1.00	1.00
Islington	89.00	164.00	60.00	80.00
Kensington & Chelsea	-	75.00	70.00	193.00
Kent	370.00	353.00	525.00	555.00
Kingston upon Hull	127.00	275.00	215.00	336.00
Kingston upon Thames	1.00	12.00	46.00	128.00
Kirklees	93.00	123.00	797.00	919.00
Knowsley	120.00	150.00	185.00	185.00
Lambeth	102.00	200.00	508.00	510.00
Lancashire	51.00	171.00	365.00	1,000.00
Leeds	64.00	163.00	199.00	585.00
Leicester	678.00	731.00	287.00	293.00
Leicestershire	77.00	525.00	23.00	175.00
Lewisham	170.00	213.00	707.00	759.00
Lincolnshire	20.00	204.00	388.00	476.00
Liverpool	-	235.00	-	660.00
Luton	25.00	40.00	87.00	148.00
Manchester	25.00	50.00	277.00	444.00
Medway	51.00	52.00	90.00	188.00
Merton	96.00	170.00	91.00	115.00
Middlesbrough	472.00	567.00	214.00	105.00
Milton Keynes	30.00	60.00	72.00	182.00
Newcastle upon Tyne	10.00	41.00	135.00	409.00
Newham	500.00	1,013.00	580.00	1,174.00
Norfolk	419.00	300.00	123.00	613.00
North East Lincolnshire	-	-	111.00	160.00
North Lincolnshire	240.00	250.00	300.00	412.00
North Somerset	437.00	425.00	155.00	340.00
North Tyneside	23.00	229.00	142.00	201.00
North Yorkshire	183.00	285.00	200.00	261.00
Northamptonshire	180.00	200.00	60.00	342.00
Northumberland	48.00	48.00	150.00	284.00
Nottingham	14.00	92.00	3.00	339.00
Nottinghamshire	29.00	83.00	1,239.00	2,145.00
Oldham	30.00	60.00	136.00	227.00
Oxfordshire	36.00	84.00	124.00	590.00
Peterborough	23.00	38.00	7.00	115.00
Plymouth	42.00	60.00	12.00	275.00
Poole	342.00	387.00	144.00	175.00
Portsmouth	64.00	67.00	-	90.00
Reading	1.00	6.00	-	100.00
Redbridge	7.00	2.00	58.00	200.00
Redcar & Cleveland	14.00	37.00	26.00	159.00
Richmond upon Thames	46.00	25.00	67.00	120.00
Rochdale	25.00	30.00	120.00	376.00
Rotherham	650.00	800.00	70.00	272.00
Rutland	3.00	5.00	-	40.00
Salford	60.00	100.00	40.00	216.00
Sandwell	63.00	101.00	76.00	263.00
Sefton	251.00	258.00	197.00	323.00
Sheffield	127.00	177.00	235.00	470.00

Shropshire	77.00	100.00	365.00	400.00
Slough	25.00	35.00	353.00	391.00
Solihull	52.00	48.00	52.00	126.00
Somerset	52.00	88.00	84.00	253.00
South Gloucestershire	25.00	66.00	77.00	113.00
South Tyneside	20.00	252.00	83.00	148.00
Southampton	95.00	158.00	32.00	52.00
Southend-on-Sea	30.00	56.00	54.00	191.00
Southwark	232.00	406.00	560.00	915.00
St Helens	316.00	357.00	482.00	556.00
Staffordshire	131.00	221.00	307.00	518.00
Stockport	52.00	70.00	111.00	190.00
Stockton-on-Tees	6.00	6.00	23.00	146.00
Stoke-on-Trent	34.00	390.00	85.00	197.00
Suffolk	59.00	294.00	11.00	759.00
Sunderland	538.00	468.00	1,728.00	1,851.00
Surrey	47.00	92.00	422.00	830.00
Sutton	52.00	92.00	112.00	248.00
Swindon	26.00	20.00	51.00	185.00
Tameside	704.00	833.00	115.00	340.00
Telford & the Wrekin	30.00	58.00	181.00	353.00
Thurrock	399.00	411.00	78.00	138.00
Torbay	30.00	33.00	88.00	161.00
Tower Hamlets	84.00	115.00	624.00	915.00
Trafford	-	-	213.00	296.00
Wakefield	57.00	40.00	230.00	446.00
Walsall	485.00	499.00	349.00	570.00
Waltham Forest	60.00	150.00	51.00	130.00
Wandsworth	76.00	143.00	568.00	735.00
Warrington	-	-	56.00	115.00
Warwickshire	56.00	100.00	4.00	666.00
West Berkshire	6.00	79.00	12.00	79.00
West Sussex	200.00	300.00	200.00	300.00
Westminster	26.00	85.00	26.00	310.00
Wigan	87.00	76.00	90.00	447.00
Wiltshire	122.00	290.00	76.00	-
Windsor & Maidenhead	50.00	10.00	18.00	101.00
Wirral	100.00	164.00	121.00	294.00
Wokingham	1.00	3.00	4.00	145.00
Wolverhampton	52.00	238.00	33.00	157.00
Worcestershire	83.00	148.00	23.00	560.00
York	23.00	45.00	29.00	106.00
Total	**£17,900.00**	**£26,666.00**	**£29,949.00**	**£57,574.00**